



**DEPARTMENT OF SOCIAL WELFARE
AND DEVELOPMENT**

**CITIZEN'S CHARTER
2020 (4th Edition)**

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:

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.

III. Mission:

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

IV. Service Pledge:

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

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

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

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

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DSWD Field Office NCR

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DSWD Field Office 4A

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DSWD Field Office 4B

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DSWD Field Office 7

Internal Services

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2.	Issuance of Authority to Travel Abroad (Personal)	2611
3.	Issuance of Authority to Travel for PRC License Renewal and or Attend CPD Registered Trainings/Convention/Conference	2613
4.	Issuance Of Certifications (Employment And Other Personnel Records)	2615
5.	Issuance of Permission to Study	2617
6.	Request for Training Manager	2619
7.	ICT Technical Support	2620
8.	Name-Matching Request For DSWD Offices	2621

DSWD Field Office 8

Internal Services

1.	Request for Certification of Leave Credits	2626
2.	Request for Payslip	2627

DSWD Field Office 10

Internal Services

1.	Inventory and Issuance of Personal Belongings to Newly Admitted Clients	2631
2.	Training Needs Assessment to Newly Admitted Clients	2632
3.	Physical Check-Up of Newly Admitted Clients	2633
4.	Psychological Assessment for Clients	2635
5.	Reporting of Client(s) Who Left the Center Without Permission (LWOP)	2636
6.	Procedures in the Receipt, Inspection, Acceptance and Recording, Deliveries of Inventory Items and Equipment	2637
7.	Procedures in the Requisition and Issuance of Inventory Item/Equipment	2639
8.	DSWD Disposal of Waste Material/Scrap and Spoiled Goods	2641

9.	Procedures in the Requisition and Issuance of Equipment	2641
10.	Process of Bidding for Venue (For Trainings and Seminars)	2643
11.	Issuance of Appointment Paper for Hiring	2645
12.	Issuance of Certificate of Employment	2645
13.	Issuance of Employment Contract for Cost of Service (COS)/Job Order (JO) Workers	2646
14.	Application for DSWD Scholarship Program (Local and Foreign)	2647
15.	Issuance of Regional Special / Travel Order	2650
16.	Application for Study Leave	2651
17.	HMO Process Flow for Enrollment and Payment	2652
18.	Securing Clearance Certificate	2654
19.	Media Interview (Phone Patch)	2656
20.	Receiving and Processing of Vouchers	2657

DSWD Field Office 11

Internal Services

1.	Processing of Purchase Request	2663
2.	Approval of Requisition and Issue Slip (RIS) and Issuance of Requested Properties	2664
3.	Funding of Purchase Request	2665
4.	Funding and Processing of Obligation Request and Status	2669
5.	Technical Assistance Request	2676
6.	Processing of ICT Service Request	2677
7.	Data Sharing – Statistical Figure	2680
8.	Filling-up of Vacant Plantilla Position	2683
9.	Compensation/Benefits and Incentives Administration	2687
10.	Application for Leave	2689
11.	Request for Certificate of Employment	2691
12.	Request for Certificate of Performance Rating	2693

DSWD Field Office NCR

Internal Services

1.	Processing of Compensation / Salary / Wages	2697
2.	Process of Review, Monitoring and Reengineering of Citizen's Charter	2700

DSWD Field Office CARAGA

Internal Services

1.	Issuance of Certificate of No Pending Case	2706
2.	Request for Certificate of Employment	2708
3.	Request for copy of Statement of Assets, Liabilities and Net Worth (SALN)	2711

DSWD Field Office CAR

Internal Services

1.	Processing of Purchase Order	2715
2.	Processing of Disbursement Voucher	2719

3.	Pre-audit of Pre-Audit and Processing of Initial Salary (for Permanent, Casual and Contractual Employees), Cash Advance, and Fund Transfer	2724
4.	Petty Cash Fund Replenishment Processing	2728
5.	Processing of List of Due and Demandable Account payable (LDDAP-ADA) and summary of LDDAP-ADAs issued and invalidated Authority to Debit Advice (ADA) entries preparation	2733
6.	Post-Audit of Paid Disbursement Vouchers	2735
7.	Filing of Paid Disbursement Vouchers	2737
8.	Photocopying of Payrolls for Binding (for Permanent and Contractual)	2739
9.	Annualization of Taxes	2741
10.	Processing of BIR Form 1600 (Monthly Remittance Return of Value Added Tax and Other Percentage Taxes Withheld)	2743
11.	Preparation of BIR Form 1601C (Monthly Remittance Return on Income Taxes Withheld on Compensation)	2745
12.	Preparation of BIR Form 1601E (Monthly Remittance Return of Creditable Income Taxes Withheld (Expanded))	2746
13.	Preparation of BIR Form 1601-EQ (Quarterly Remittance Return of Creditable Income Taxes Withheld (Expanded))	2748
14.	Preparation of BIR Form 1604-CF (Annual Information Return on Income Taxes Withheld on Compensation and Final Withholding Taxes)	2751
15.	Processing of BIR Form 1604-E (Annual Information Return on Creditable Income Taxes Withheld (Expanded)/Income Payments Exempt from Withholding Taxes)	2753
16.	Processing of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	2755
17.	Processing of BIR Form 2316 (Certification of Compensation Payment/ Tax Withheld)	2757
18.	Processing of Liquidation Report	2760
19.	Processing of Journals Preparation/ Updating - Cash Disbursements Journal	2763
20.	Processing of Journals Preparation/ Updating - Cash Receipts Journal	2764
21.	Preparation Journals / Updating - Check and ADA Disbursements Journal	2765
22.	Preparation of Journals/ Updating - General Journal	2767
23.	Preparation of General Ledger/ Subsidiary Ledger	2768
24.	Preparation of Quarterly Financial Statements	2770
25.	Preparation of Comparative Annual Financial Statements	2773
26.	Preparation of Property, Plant and Equipment (PPE) Schedule and PPE Ledger Cards (PPELC) Preparation	2778
27.	Prepare of Quarterly Status of Receivables	2779
28.	Preparation of Quarterly Detailed and Comprehensive Report on Status of Funds to Local Government Units (Due from LGUs), NGAs (Due from NGAs) and NGOs/POs (Due from NGOs/POs)	2782
29.	Preparation and submission of Cash Utilization Report (Monthly)	2785
30.	Preparation of Cash Utilization Report (Quarterly)	2788
31.	Preparation of Fund Utilization Monitoring/ Monthly Financial Reports (NDRRMC, CPSB, PSB)	2790
32.	Preparation of Statement of Unliquidated Cash Advances (SUCA)	2792
33.	Preparation of Bank Reconciliation Statement Preparation	2795
34.	Processing Budget and Financial Accountability Report (BFAR) - 1 (Statement of Appropriations, Allotments, Obligations, Disbursements and Balances, for both Current and Continuing)	2799

35.	Processing of Budget and Financial Accountability Report (BFAR) - 1A (Aging of Accounts Payable)	2801
36.	Processing Budget and Financial Accountability Report (BFAR) - 4 (Monthly Report of Disbursements)	2804
37.	Processing of Budget and Financial Accountability Report (BFAR) - 5 (Quarterly Report of Receipts)	2806
38.	Processing of Budget and Financial Accountability Report (BFAR) - 6 (Statement of Approved Budget, Utilization, Disbursements, and Balances for Trust Receipts)	2809
39.	Preparation of Monitoring Report of Travel Expense Voucher - for KC-NCDDP Staff	2811
40.	Processing of Monitoring Report of Travel Expense Voucher - for Non- Pantawid and Non-KC-NCDDP Staff)	2813
41.	Preparation of Monitoring Report of Travel Expense Voucher - for Pantawid Staff	2814
42.	Preparation and consolidation of the regional annual budget proposal per program and endorse the necessary documents to the Division Chief for endorsement	2817
43.	Conduct of Civil Service Society Organization (CSO) for Budget Partnership	2820
44.	Preparation and consolidation of facilitation of submission of Regional Annual Work and Financial Plan/ Revised Work and Financial Plan and Monthly Disbursement Program	2822
45.	Participate in Budget Hearing	2824
46.	Inputs to Project Proposals and Purchase Request	2826
47.	Processing of Obligation Request and Status/Budget Utilization Request and Status (Payroll/Travelling Expenses/ Bills/ Purchase Orders)	2828
48.	Prepare and facilitate request for Fund Modification/Reallocation	2830
49.	Prepare and facilitate request for Fund Augmentation/SAA	2831
50.	Preparation and submission of Statement of Allotment, Obligations Incurred and Balances	2833
51.	Preparation and submission of Monitoring Report required by Central Office	2835
52.	Preparation and submission of NDRRMC and QRF Report	2837
53.	Preparation and submission of IMP Report	2839
54.	Preparation of the RBUD and the BFAR 6	2841
55.	Posting of the Budget and Financial Accountability Reports through the Unified Reporting System of DBM	2842
56.	Receiving and recording of NCA/NTA to CAUMS	2844
57.	Balancing of Cash Status and forwarding of Obligation Request Status	2846
58.	Technical assistance for pay out	2849
59.	Processing of approved Disbursement Vouchers (DV):	2852
60.	Collection of cash	2855
61.	Preparation of RADAI and RCI	2858
62.	Processing of bonded public employees for new entry or renewal:	2859
63.	Preparation of Summary List of Checks Issued and Cancelled	2865
64.	Preparation of Advice on checks issued and cancelled (ACIC)	2867
65.	Preparation of payroll registry	2870
66.	Preparation of Learning Administration and Management during the IDCBA	2872
67.	Processing of Referral of Endorsed Cases form Provincial Operational Office	2873
68.	Submission of Reports to CWC	2875

69.	Formulation of Work and Financial Plan	2876
70.	Preparation of Project Proposals for funding	2878
71.	Implementation of grievance machinery	2879
72.	Conduct of inventory of food, non-food, food supplies, office supplies, equipment, and laundry supplies	2881
73.	Learning Intervention Planning and Design	2883
74.	Work and Financial Plan (WFP)/Institutional Development and Capability Building Activity Plan preparation	2884
75.	Institutional Development and Capability Building Proposal	2885
76.	Instructional design/module/learning session development	2887
77.	Learning Intervention Administration and Management	2889
78.	Learning Intervention Delivery	2890
79.	Measurement and Evaluation of Learning	2891
80.	Knowledge Management	2893
81.	Conference Room Utilization	2897
82.	Library Service Orientation	2898
83.	Provision of technical assistance in case management to the center RHWG rehabilitation team/staff	2900
84.	Assessment of Eligibility for Admission of a Walk-in Women in Extremely Difficult Circumstances (WEDCs) and Her Dependents	2910
85.	Assessment of Eligibility for Admission of a Walk-in Child Needing Special Protection (CNSP) and Her Dependent/s	2913
86.	Assessment of Eligibility for Admission of WEDCs and Their Dependents Referred by the Women and Children Protection Desk (WCPD) of the Philippine National Police (PNP)	2914
87.	Admission of Residents	2917
88.	Facilitate intervention planning with the resident, and members of the helping team.	2922
89.	Referral of clients to the different programs and services of the Center.	2923
90.	Provision of Health Services	2924
91.	Provision of Educational Service	2926
92.	Provision of Psychological Service	2929
93.	Provision of Home life Services	2930
94.	Provision of Economic/Developmental Service	2932
95.	Pre-Discharge of the Resident	2933
96.	Discharge of client from the center	2935
97.	Processing of PRAISE Character Award	2938
98.	Processing of PRAISE Client Satisfaction Award	2940
99.	Processing of PRAISE Eligibility Award or Completing a Course Award	2942
100.	Facilitation of Progressive Disciplining (PD)	2944
101.	Implementation of Grievance Machinery	2946
102.	Facilitation of exit interview	2949
103.	Implementation of Grievance Redress System	2950
104.	Formulation of Work and Financial Plan	2953
105.	Facilitation of Request for Fund Release	2954
106.	Processing of Referral of Endorsed Cases form Provincial Operational Office	2955
107.	Regional Clearance Certificate	2957
108.	Certificate of Employment and Other Certification	2959
109.	Preparation of DTR Monitoring	2961
110.	Preparation of Conduct of Flag Ceremonies	2962

111.	Preparation of GPAI Enrollment/Renewal	2963
112.	Preparation of Leave Administration	2965
113.	Preparation of Leave Monetization	2967
114.	Preparation of Issuance of NOSI/NOSA	2969
115.	Preparation of Payroll Administration (All compensations and benefits)	2970
116.	Preparation of PDS Compliance	2972
117.	Preparation of Personnel Locator Slip Monitoring	2973
118.	Preparation of Remittance Administration	2975
119.	Preparation of SALN Compliance	2976
120.	Preparation of Harmonized Planning, Monitoring and Evaluation System (HPMES) Accomplishment Report (Monthly, Quarterly and Semestral) / Annual Accomplishment Report	2978
121.	Gender and Development (GAD) Plan and Budget/Annual Gender and Development (GAD) Accomplishment Report	2980
122.	Sectors Plans and Accomplishments	2982
123.	Submission of consolidated comments on CO-initiated draft guidelines/policies	2984
124.	Preparation of Office Performance Contract Review (OPCR)	2986
125.	Preparation of Regional Annual Work and Financial Plan / Agency Performance Measure (APM)	2988
126.	Preparation of Proposed Annual Budget for Field Office	2990
127.	Handling of Incoming Documents	2991
128.	Facilitation of postage and waybill	2993
129.	Processing of Freedom of Information (FOI) request	2994
130.	Disposal of Records	2996
131.	Inventory of Records	2998
132.	Digitization of Records	2999
133.	Identification and assessment of Social Pensioners using the General Intake Sheet/Beneficiary Update Form/ Assessment for Barangay Officials	3001
134.	Validation of all Social Pensioners	3003
135.	Consolidation of the Social Pensioner's List	3004
136.	Cleansing /cross-matching of social pensioners	3005
137.	Re-assessment of ineligible list of social pensioners	3006
138.	Updating on the Social Pension Information System	3007
139.	Payroll Preparation	3009
140.	Social Pension Pay-out	3010
141.	Monitoring of the Social Pension Implementation	3012
142.	Preparation of Project Proposal on ARRU Institutional Development Activities	3013
143.	Processing of Foster Care Subsidy	3015
144.	Preparation of Case Study Report	3016
145.	Processing of Travel Clearance of Minor Traveling Abroad	3017
146.	Preparation of vouchers for Obligation (Financial Assistance	3019
147.	Preparation of Project Proposals for cash advance of financial assistance	3020
148.	Processing of feedback on the referral from partners and stakeholders	3021
149.	Provision of Financial Assistance	3023
150.	Submission of Report to GPPB and other agencies such as APCPI, APP and PMR	3027
151.	Conduct of public bidding	3030
152.	Conduct of alternative mode of procurement	3053
153.	Processing of Regional Communication Plan	3060

154.	Processing of Request for media releases and other materials	3061
155.	Technical assistance on IEC materials	3063
156.	Technical assistance on advocacy support (e.g. facilitation of interview, good practice documentation, facilitation of activity)	3064
157.	Preparation of APP-CSE	3065
158.	Acceptance of supplies and equipment	3067
159.	Reconciliation of PPEs	3069
160.	Disposal of properties or properties-negotiated, properties- destruction, properties-bidding, properties-barter.	3070
161.	Processing of Property and Transfer Report and Turn-over	3072
162.	Processing of Waste Material Report	3074
163.	Processing of gate pass or property acknowledgment receipt	3075
	Processing of Request to Attend External Institutional Development and	3077
164.	Capability Building Activities (Local)	
165.	Processing of Payment for the Registration Fee of Staff who were Endorsed to Attend External IDCBA	3079

Administrative Services (AS)
External Services

1. Issuance of Gate Pass

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> DSWD employees and officials DSWD service providers DSWD suppliers DSWD visitors 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Number of Property/ies to be brought outside Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property One (1) photocopy of Special Order for order of succession 		<ol style="list-style-type: none"> To be prepared by the client without any prescribed format From PSAMD Office through PREMIS or from the Client without any prescribed format Records and Archives Management Division (RAMD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present property for checking	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented	None	15mins	PSAMD staff

	Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass indicating the date of return of the property and forward to the Division Chief for approval			
	1.1 Approve Gate Pass	None	5mins	PSAMD Division Chief
	1.2 Forward copy of the approved Gate Pass to: <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer c. Triplicate – PSAMD copy 	None	5mins	PSAMD staff
1. Present property together with the duplicate copy of the approved	2. Review the presented property vis-a-vis the duplicate copy of	None	10mins	Security Guard On-Duty

Gate Pass to the security guard	<p>the approved Gate Pass</p> <p>a. With discrepancy – Return gate pass the borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises</p> <p>b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel</p>			
2. Upon return of property brought outside the DSWD premises, present to the Security Guard	1. Review and validate returned property vis-à-vis signed duplicate copy of gate pass	None	10mins	Security Guard On-Duty

On-Duty signed duplicate copy of gate pass together with the property	a. With discrepancy – Go to AS-PSAMD and inquire on how to proceed b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return			
	3.1 Surrender original copies of gate pass for returned property to AS-PSAMD	None	5mins	Security Guard
	3.2 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10mins	PSAMD staff
	3.3 File gate pass for safekeeping and future reference	None	10mins	PSAMD staff
TOTAL:		None	1 HOUR, 5 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property gate pass.
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 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>

2. Disposal of Unserviceable Properties

This covers the disposal of surrendered, unserviceable and obsolete properties through public bidding in accordance with the rules and regulations of the Commission on Audit.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Technical			
Type of Transaction :	G2C - Government to Client; G2B – Government to Business Entity			
Who may avail:	Registered Junk Shop Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) photocopy of Identification Card of Bidder and his/her representative 2. One (1) photocopy of Business/Mayor's Permit 3. One (1) original copy of properly accomplished Bid Form 4. At least 10% of the total Bid Offer in the form of cash or manager's check		1. To be prepared by the client without any required format 2. To be prepared by the client without any required format 3. From PSAMD Office 4. To be prepared by the client without any required forma		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspect unserviceable properties and waste materials for disposal	1. Assist bidder during ocular inspection of the unserviceable properties and waste materials for disposal	None	1hr	AS PAMD Technical Staff/PDAC Secretariat
2. Request for a pre-numbered	2. Issue pre-numbered copy of approved Bid	None	5mins	AS PAMD Technical

copy and approved bid form	Form for accomplishment of interested bidder.			Staff/PDAC Secretariat
3. Accomplish bid form, and seal in an envelope with enclosed requirements as stated in the bid form and submit to AS-PSAMD Office not later than the time and date indicated in the Invitation to Bid (ITB)	3. Mark and record sealed bid submitted by the participating bidder not later than the time and date indicated in the ITB	None	5mins	PDAC Secretariat
	3.1 Conduct of Bidding	None	2hrs	PDAC Members, Observers, Technical Staff/PDAC Secretariat
	3.2 Return the enclosed bid bond to the non-winning bidder	None	15mins	Cash Division Representative
	3.3 Issue notice of award to the winning bidder within 3 days after the conduct of bidding	None	15mins	PDAC Secretariat
	3.4 Prepare request for issuance of order of payment from Accounting Division for the enclosed 10% bid bond of the winning bidder	None	10mins	PDAC Secretariat

	3.5 Assist winning bidder to the Cash Division for the issuance of DSWD Official Receipt (OR) for the enclosed bid bond of the winning bidder	At least 10% of the bid offer	15mins	PDAC Secretariat
4. Coordinate to PDAC Secretariat for the settlement of the remaining of the bid offer for the disposed property/ies and waste/scrap materials within five (5) working days from the date of the notice of award	1. Prepare request for issuance of order of payment from the Accounting Division for the full settlement of the disposed property/ies and waste/scrap materials by winning bidder	None	15mins	PDAC Secretariat
	4.1. Assist winning bidder to the Cash Division to settle full payment of the disposed properties and waste/scrap materials and for the issuance of DSWD OR	Full settlement of the bid offer	15mins	PDAC Secretariat
5. Provide copy of OR to PDAC Secretariat and Coordinate schedule of	5. Ensure that the coordinated schedule is during official government working hours and not more than 30 days after the award.	None	15mins	PDAC Secretariat

claiming/hauling of award	5.1. Once scheduled, prepare invitation to COA/IAS to witness the scheduled claiming/hauling of award.			
6. Claiming/hauling of Award	6. Assist the winning bidder in claiming/hauling of disposed unserviceable properties and waste materials with duly accomplished Gate Pass	None	30days	PSAMD Staff/PDAC Secretariat and COA/IAS Representatives
TOTAL		Depending on the bid offer	30 DAYS, 4 HOURS, 50 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Technical Assistance Evaluation Form was distributed upon submission of Bid Form by the client AS-PSAMD Technical Officer shall consolidate the duly accomplished evaluation form. Identify feedback for action and monitor compliance on the agreed deliverables.
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD

complaint	Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

3. Issuance of Property Clearance

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: <ul style="list-style-type: none"> a. Resigned b. Transferred to other Government Offices c. Non-renewal of Contract d. Terminated

e. Retired	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1 Photocopy of approved request for transfer, resignation and retirement; 1 Original duly accomplished Furniture and Equipment Transfer Slip (FETS) on Transfer and turnover of property accountability/ies; 2 Original copies of signed Property Acknowledgement Receipt (PAR) / Inventory Custodian Slip (ICS) as proof of transfer. 1 Photo copy of COA decision/approved request for reimbursement/replacement of lost property Replacement item, photocopy of OR issued by the DSWD Cash Division, photocopy of authority to deduct if salary deduction received by PAD 	<ol style="list-style-type: none"> To be prepared by the client without prescribed format; To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System; Forwarded by AS-PSAMD for signature of the new accountable person; Decision on the request from DSWD-Commission on Audit Replacement item - from client OR - Issued by the DSWD Cash Division Authority to Deduct - Form can be secured from PAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 Minutes	PSAMD Technical Staff
	1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 Hour, 30 Minutes	PSAMD Technical Staff
	1.2 Should there be a list of accountability, print list of accountability and attached to the	None	15 Minutes	PSAMD Technical Staff

	clearance form and return to the applicant to process the cancellation of accountability.			
1. Submit documents and other requirements as proof of cancelled property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	PSAMD Technical Staff
	2.1. Should all the property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	PSAMD technical staff
	2.2. Sign Clearance	None	5 Minutes	PSAMD Division Chief
	2.3. Scan and record signed clearance	None	10 Minutes	Incoming / Outgoing PSAMD Staff

	in logbook and forward to the next office concerned			
	2.4.Upload scanned signed clearance in PREMIS	None	10 Minutes	PSAMD technical staff
TOTAL:		None	3 HOURS	

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 is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email:</p>

	property@dswd.gov.ph
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

Finance and Management Service (FMS) External Services

1. Donors' Certificate of Donation

Office or Division:	Accounting Division – Regular Program			
Classification:	Complex			
Type of Transaction:	Processing of Certificate of Donations			
Who may avail:	Donors of cash and in-kind donations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy of request form for Certificate of Donation (DSWD-FMS-AD No. 2)		1.1 Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of Accounting Division for the request form 1.3 Schedule of request: Monday – Friday, 9:00a.m – 5:00p.m.		
Electronic copy of the supporting documents: 2.1 Deed of Donation or any document showing proof of donations: 2.2 Official receipt for cash donations; or 2.3 Acknowledgement receipt and delivery receipt for donations		Requesting Party/Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of Accounting Division for the request form	1.1 None 1.2 The Accounting Division shall issue the request form	None	1 minute	1.1 Donor 1.2 Administrative Officer II – Accounting Division (RP)

2. Fill –up the printed Electronic copy of Request Form (DSWD-FMS-AD No.2)	2.None	None		Donor
3.1 Scan the filled-up form and email together with the supporting documents to accounting@dswd.gov.ph ; jlmisabandal@dswd.gov.ph ; jvbinas@dswd.gov.ph ; and pcadorable@dswd.gov.ph ; or	3.1 None	None		3.1 Donor
3.2 Personally present the filled-up form together with the supporting documents to Accounting Division	3.2 The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents	None	2 minutes	3.2 Administrative Officer II – Accounting Division (RP)
4..Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	4.The Accounting Staff shall record the details of donation and indicate the schedule to claim the certificate	None	Email: Within the Day Personal: 10 minutes Schedule: (seven (7) working days after	Administrative Officer II – Accounting Division (RP)

			receipt of request)	
5. Present the claim stub on or after the schedule indicated and accept the requested document	5.The Accounting Staff shall verify/update to the monitoring excel file ready to release and issue the Certificate to the requesting party	None	10 minutes	Administrative Officer II – Accounting Division (RP)
6. Sign the logbook for acknowledgment receipt	6.The Accounting Staff shall assist the requesting party to receive and sign the logbook	None	2 minutes	Administrative Officer II – Accounting Division (RP)

2. Releasing of Financial Assistance

This covers the releasing of cash Assistance to Individuals/Families in Crisis Situation (AICS) amounting to PHP10,000.00 and below thru the Disbursing Officer at the DSWD Central Office.

Office or Division:	Finance and Management Service – Cash Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	<ul style="list-style-type: none"> - Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the social workers; - Transients; - Repatriates; - Deportees; - Abandoned individuals; - Students-in-crisis; - Former rebels; - Killed-in-Action/Wounded-in-Action (KIA/WIA) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any valid ID of the client presented during the assessment (1 original)		Person needing financial assistance

2. Crisis Intervention Unit- (CIU-) approved Certificate of Eligibility cum Acknowledgement Receipt (1 original, 1 photocopy)		DSWD CIU Social Worker		
3. Complete supporting documents depending on the type of assistance assessed by CIU social worker (all originals/certified true copies)		Person needing financial assistance		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Evaluation of Documentary Requirements and Processing of Assistance are done directly at the Crisis Intervention Unit (CIU) under a separate Citizen's Charter.				
1. Proceed to FMS Cash Division windows beside Crisis Intervention Unit- (CIU). * Make sure to ready 1 original valid ID presented during the assessment.	1. Accompany the client and endorse client's documents and 1 original valid ID to FMS Cash Division's Disbursing Officer.	None	5 minutes	<i>Administrative Staff</i> CIU
Sign Acknowledgement Receipt portion of the Certificate of Eligibility	Receive the required documents and check for completeness 2.1 Release cash if all required documents are in order 2.2 Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility	None	3 minutes	<i>Disbursing Officer</i> FMS-Cash Division

Receive cash * Make sure to count the cash before leaving the counter.	3. Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility as witness	None	1 minute	Administrative Staff CIU
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3. Issuance of Official Receipt to Payor/Donor

This covers the issuance of official receipt to payor/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance and Management Service – Cash Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizen G2G – Government to Government			
Who may avail:	a. Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) b. Bidders c. Donors d. Employees (refund of overpayment of salaries, traveling expenses, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Accounting Division		
2. Cash/check		Payor/donor		
3.				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure Order of Payment	1. Check required documents and prepare Order of Payment	None	6 minutes	FMS-Accounting Division Staff
2. Proceed to FMS Cash Division	2. Receive Order of Payment (OP) and		9 minutes	Disbursing Officer

Window 1 and present Order of Payment and cash/check for the issuance of Official Receipt	cash/check from the payor/donor. If in order, issue Official Receipt (OR) to acknowledge receipt of collection. 2.1. Release the Official Receipt to the payor/donor.	(Please see table below)		FMS-Cash Division

PROCESSING FEE

1. Registration, Licensing or Accreditation Fee - PHP 1,000.00
2. Reproduction Fee - PHP 15.00 per page
3. Bid Document Fee - Please see table below

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75,000.00

4. Releasing of Payment Thru Check/LDDAP-ADA to Creditors/Suppliers

This covers the releasing of payment thru check and/or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

Office or Division:	Finance and Management Service – Cash Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizen G2G – Government to Government	
Who may avail:	- All creditors/suppliers and service providers with money claims	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For individual claimant:		
1. One (1) valid ID		
For individual claimant other than the payee:		
1. Original copy of Notarized Special Power of Attorney (SPA);		
2. Photocopy of valid ID of payee; and		
3. One (1) valid ID of Attorney-In-Fact (claimant)		
For supplier/service provider:		
1. Official Receipt (for services) /Collection Receipt (for goods with Sales/Charge Invoice attached to the disbursement voucher)		
2. Authority to collect from Head of Office or his/her authorized representative, and		
3. Photocopy of company ID of collector and authorizer.		

4. Endorsement letter from Crisis Intervention Unit (CIU) for service providers under Assistance to Individuals/Families in Crisis Situation (AICS)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to FMS Cash Division and present required documents at Windows 2 or 3 * Before going to DSWD, the creditor/supplier may inquire/confirm payment thru phone.	1. Assist the client to sign in the Box E of the original/duplicate copy Disbursement Voucher (DV) and Warrant Registry Book	None	5 minutes	<i>Disbursing/Releasing Officer</i> FMS-Cash Division
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt of payment	2. Release the check (if applicable), 3 rd copy of the DV as client's copy and Certificate of Tax Withheld (BIR Form 3207) if applicable	None	5 minutes	<i>Disbursing/Releasing Officer</i> FMS-Cash Division

**Human Resources Management and Development
Service (HRDMS)
External Services**

1. Issuance of Certificate of Employment (COE) to Separated Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HRMDS-PAD Request Form or formal letter or e-mail request			PAD Receiving Area Client	
CO Clearance Certificate			Client or if none, FILE 201 / PER 16	
Special Power of Attorney (<i>If authorized representative</i>)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (<i>write contact details as well for courier purposes, if needed</i>) and submit to PAD, together with complete supporting documents.	Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
Wait for advice of the assigned PAD Focal Person	Review the documents submitted and check the FILE 201 / PER 16 if needed.	none	2 days, 4 hours (<i>may take longer hours depending on the period of retrieving files, if needed</i>)	PAD Focal Person CO & FOs Personnel Transactions Section
	Encode/check details to COE, print the issuance and attach	none	30 minutes	

	the necessary documents			
	Review and Sign/initial the COE	none	2 hours	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division
Inform PAD of preferred method of receiving the duly signed COE	Inform the client that the COE is ready and ask if for pick up or for courier service (<i>either through chat, e-mail, or phone call</i>)	none	5 minutes	PAD Focal Person CO & FOs Personnel Transactions Section
If COE is to be sent via courier service, wait until the parcel is sent to the given address.	Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	20 minutes	CO & FOs Personnel Transactions Section
	Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division

	Encode tracking details in the e-DTMS	none	15 minutes	<i>Incoming / Outgoing Clerk</i> PAD Receiving Area
	Forward the document to the AS-RAMD for courier service	none	10 minutes	<i>Incoming / Outgoing Clerk</i> PAD Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
If COE is for pick-up, proceed to PAD and get the requested document.	Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming / Outgoing Clerk</i> PAD Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

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

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney <i>(If authorized representative)</i>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAD together with complete supporting documents.	Receive the complete documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAD Receiving Area
Wait for advice of the assigned PAD Focal Person	Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days <i>(may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee)</i>	PAD Focal Person Leave Administration Section
	Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours <i>(may take longer hours depending</i>	

			<i>on the volume of transactions being reviewed and on the length of service of the separated Official/employee)</i>	PAD Focal Person Leave Administration Section
	Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	2 hours and 30 minutes	
	Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division
Inform PAD of preferred method of receiving the duly-signed Certificate.	Inform the client that the Certificate is ready and ask if for pick-up or for courier service <i>(either through chat, e-mail or phone call)</i>	none	10 minutes	PAD Focal Person Leave Administration Section
If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.	none	20 minutes	

	Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division
	Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD
If the Certificate is for pick-up, proceed to PAD and get the requested document.	Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in

			the Leave Ledger
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3. Issuance of Service Record (SR) to Separated Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (<i>write contact details as well if preferred mode of receipt is via courier purposes, as needed</i>) and submit to PAD together with complete supporting documents.	Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area

Wait for advice of the assigned PAD Focal Person	Review the Service Card data, if updated Review documents submitted and check the FILE 201 / PER 16 if needed.	none	2 Days, 2 hours (depending on the period of retrieving the files)	PAD Focal Person CO & FOs Personnel Transactions Section
	Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	PAD Focal Person CO & FOs Personnel Transactions Section
	Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division
Inform PAD on method of receiving the duly-signed SR.	Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	PAD Focal Person CO & FOs Personnel Transactions Section
If the SR is to be sent via courier service,	Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment.	none	20 minutes	



wait until the parcel is sent to given address.	Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division
	Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD
If the SR is for pick-up, proceed to PAD and get the requested document.	Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
TOTAL		none	3 Days	May be extended depending on the volume of transactions handled

4. Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAD and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal or e-mail request		PAD Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (<i>write contact details as well for courier purpose</i>) and submit to PAD, together with complete supporting documents	Receive the documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	Review the documents submitted and check the FILE 201 / PER 16 to retrieve the CO	none	2 days, 6 hours (<i>may take longer hours depending</i>)	PAD Focal Person

Wait for advice of the assigned PAD Focal Person	Clearance Certificate on file.		<i>on the period of retrieving the files)</i>	Leave Administration Section
	If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16.	none	10 minutes	PAD Records Officer
	If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.			
	Sign the photocopied CO Clearance Certificate as to the "Certified True Copy"	none	30 minutes	Section Head Leave Administration Section Or OIC/Chief Admin. Officer Personnel Admin. Division
Inform PAD of preferred method of receiving the original/CTC copy of the CO Clearance Certificate	Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (<i>either through chat, e-mail, or phone call</i>)	none	5 minutes	PAD Focal Person Leave Administration Section
If the original/CTC copy of the CO	Prepare and print the transmittal	none	20 minutes	PAD Focal Person

Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment			Leave Administration Section
	Review and Sign/initial the transmittal letter	none	30 minutes	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division
	Encode tracking details in the e-DTMS	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAD Receiving Area.</p> <p>Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAD Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAD - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>

How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Office of the Director, HRMDS	1 st Floor, DSWD Bldg., Batasan Complex, Constitution Hills, Quezon City	(02) 8931-8101 loc. 100 or 101
Personnel Admin. Division		(02) 8931-8101 loc. 104 or (02) 8931-9137
Records and Archives Mgt. Division	Records Bldg., Batasan Complex, Constitution Hills, Quezon City	(02) 8931-8101 loc. 505
Accounting Division	2 nd Floor, DSWD Bldg., Batasan Complex, Constitution Hills, Quezon City	(02) 8931-8101 loc. 222 or 223
Budget Division		(02) 8931-8101 loc. 224 or 225

Cash Division		(02) 8931-8101 loc. 226
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Legal Services (LS) External Services

1. Rendering Legal opinions and advice on matters brought to by walk-in clients.

This process covers rendering legal opinion, advice or assistance to all external clients of the Department on matters involving its formal mandate and the exercise of its official powers and functions.

Office or Division:	Legal Assistance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Request/Inquiry letter with attached related documents.		From walk-in requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with attached related documents.	1. Screen the completeness of the documents. 1.1 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer and record in the EDTMS. 1.2. Otherwise, return the request to the sender and advice to submit	None	5 minutes	Admin Aide IV

	the complete documents.			
	2. Assign the request to the Lawyer/ Legal Assistant for study.	None	5 minutes	Director
	3. Assess the legal concern of walk-in clients and provide legal advice or opinion.	None	15 minutes	Lawyer/Legal Assistant
4. Receive the legal opinion and advice	4. Lawyer to give legal assistance and advice regarding to the concerns brought to the LS for resolution.	None	1hr	Lawyer/Legal Assistant
5. Answer the customer feedback/survey form of the Legal Service	5. Record in the EDTMS and the legal case portal as part of our monitoring and control mechanism the legal concerns or inquiry brought to the LS for advice and opinion.	None	10 minutes	Legal Assistant
Total		None	1 hour and 35 minutes	

2. Rendering Legal opinions and advice on matters brought to by other external clients via phone.

This process covers rendering legal opinion, advice or assistance to all external clients of the Department on matters involving its formal mandate and the exercise of its official powers and functions.

Office or Division:	Legal Assistance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business

Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None since this is via phone transactions/service		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Legal service to submit their legal concerns and query.	1. Answer the phone call. 1.1 Ask the concern of the client. 1.2. Assess if the concern/matter involves the Agency's formal mandates and its exercise of its official powers and functions. 1.3. Give the phone call to any available Lawyers or Legal Assistants to answer the concern.	None	5 minutes	Admin Assistant
	2. Assess the legal concern of the clients and provide legal advice or opinion.	None	15 minutes	Lawyer/Legal Assistant
3. Receive the legal opinion and advice	3. Lawyer to give legal assistance and advice regarding the concerns brought by the client in the phone.	None	30 minutes	Lawyer/Legal Assistant
4. Answer the customer feedback/survey	4. Record in the legal case portal as part of our monitoring and control mechanism the legal concerns or	None	10 minutes	Legal Assistant

y form of the Legal Service	inquiry brought to the LS for advice and opinion.			
Total		None	1 hour	

3. Handling of Administrative Complaints by Any Other Persons

This process covers an administrative complaint initiated by any persons other than DSWD employees.

Office or Division:	Legal Management Division (LMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Subscribe and Sworn Complaint		Complainant		
Certification of Non-Forum Shopping		Complainant		
Certified True copies of Documentary Evidence and Affidavits of Witnesses, if any		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a complaint to the Secretary. The complaint shall contain the following ¹ : a. Full name and address of the complainant; b. Full name and address of the person	1. Endorse to Legal Service.	None	7 days	Secretary

¹ Rule 3, Section 11 of 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS)

<p>complained of as well as his/her position and office;</p> <p>c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</p> <p>d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and</p> <p>e. Certification or statement of non-forum shopping.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p>				
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	<p>2. Receive the Complaint with note/Memorandum</p> <p>2.1 Stamps the document received, with name, date and time.</p> <p>2.2 Receive in the EDTMS and update the Legal Case Portal</p> <p>2.3. Endorse to the Director.</p>	None	10 minutes	Administrative Aide IV
	<p>3.Assign the complaint to the Lawyer and Legal Assistant for assessment and study.</p>	None	30 minutes	Director
	<p>4. Study and conduct necessary research.</p> <p>4.1 Draft and submit a Memorandum containing the assessment and recommendation either for:</p> <p>(i) dismissal of the complaint, (ii) conduct of the Fact Finding Investigation,</p>	None	20 days	Lawyer/ Legal Assistant

	(iii) endorsement to the Grievance Committee, or (iv) conduct of Preliminary Investigation.			
	5. Director shall finalize the Memorandum. 5.1 Endorse to the Administrative Assistant I designated as Records Officer for packaging for releasing.	None	1 hour	Director
	6. Package the Memorandum for releasing. 6.1 Photocopy the documents. 6.2 Scan the documents and upload in the Legal Case Portal. 6.3 Endorse to the Administrative Aide IV for releasing.	None	30 minutes	Administrative Assistant I designated as Records Officer
	7. Release the Memorandum. 7.1 Record in the EDTMS and	None	15 minutes	Administrative Aide IV

	update the Legal Case Portal. 7.2 Return to the Administrative Assistant I designated as Records Officer the receiving copy for filing.			
	8. File the receiving copy together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer
	9. Approve or disapprove the recommendation and endorse to the Legal Service: 9.1 Sign the Memorandum if the recommendation is approve either for: (i) dismissal of the Complaint, or (ii) the conduct of the Fact Finding Investigation (30days as per AO 13 S. 2011), or (iii) endorsement to the Grievance Committee (30	None	20 days	Secretary

	<p>days as per MC 04 S. 2011), or</p> <p>(iv) Conduct of Preliminary Investigation (30 days as per AO 13 S. 2011).</p> <p>9.2 Not sign the Memorandum if the recommendation is not approved.</p> <p>9.2.1 Return to Step 4.</p>			
	<p>10. Receive the documents.</p> <p>10.1 Stamps the document received, with name, date and time.</p> <p>10.2 Receive in the EDTMS and update the Legal Case Portal.</p> <p>10.3 Endorse to Director.</p>	None	10 minutes	Administrative Aide IV
	<p>11. Endorse the signed document to the Administrative Assistant I designated as Records Officer for packaging for releasing.</p>	None	10 minutes	Director

	<p>12. Package the document for releasing.</p> <p>12.1 Photocopy the documents.</p> <p>12.2 Scan the documents and upload in the Legal Case Portal.</p> <p>12.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Records Officer
	<p>13. Release the documents and record in the EDTMS and update in the Legal Case Portal.</p> <p>13.1 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
	14. File the receiving copy together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer
		None	5 days	Lawyer designated as

	<p>15. Conducts Preliminary Investigation.</p> <p>15.1 Issue Notice of Preliminary Investigation to person being complained of requiring the latter to submit Counter-Affidavit.</p> <p>15.2 Issue Notice of Preliminary Investigation to other Offices, Bureaus, Services, or Units requesting submission of pertinent documents.</p> <p>15.3 Endorse the documents to the Administrative Assistant I designated as Records Officer for packaging for releasing.</p>			Investigating Officer
	<p>16. Package the documents for releasing.</p> <p>16.1 Photocopy the documents.</p> <p>16.2 Scan and upload in the Legal Case Portal.</p> <p>16.3 Endorse to Administrative</p>	None	30 minutes	Administrative Assistant I designated as Records Officer

	Aide IV for releasing.			
	<p>17. Release the documents.</p> <p>17.1 Release in the EDTMS and update the Legal Case Portal.</p> <p>17.2 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
18. Submit Counter-Affidavit with supporting documents, if any.		None	<p>5 days</p> <p>(upon receipt of Notice of Preliminary Investigation)</p>	Employee as Person being Complained of
	<p>19. Receive the Counter-Affidavit.</p> <p>19.1 Stamp the document received with name, date and signature.</p> <p>19.2 Receive in the EDTMS and</p>	None	10 minutes	Administrative Aide IV

	update the Legal Case Portal. 19.3 Endorse to the Lawyer designated as Investigating Officer.			
	20. Assess the Counter-Affidavit, Complaint and all other available documents. 20.1 Prepare Preliminary Investigation Report with assessment and recommendation either for: (i) Dismissal of the complaint, or (ii) Issuance of Formal Charge 20.2 Endorse the documents to the Administrative Assistant I designated as Records Officer for packaging for releasing.	None	20 days	Lawyer designated as Investigating Officer
	21. Package the Preliminary Investigation Report for releasing.	None	30 minutes	Administrative Assistant I designated as Records Officer

	<p>21.1 Photocopy the document.</p> <p>21.2 Scan the document and upload in the Legal Case Portal.</p> <p>21.3 Endorse to the Administrative Aide IV for releasing.</p>			
	<p>22. Release the Preliminary Investigation Report.</p> <p>22.1 Release in EDTMS and update the Legal Case Portal.</p> <p>22.2 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
	<p>23. Approve or disapprove the recommendation of the Lawyer designated as Investigating Officer.</p> <p>23.1 Sign the attached document (i.e., letter to the</p>	None	20 days	Secretary

	<p>complainant) if the recommendation is approved.</p> <p>23.2 Not sign the document if the recommendation is not approved.</p> <p>Return to Step 20.</p> <p>23.3 Endorse the documents to the Legal Service.</p>			
	<p>24. Receive the documents.</p> <p>24.1 Stamp the document received with name, date and time.</p> <p>24.2 Receive in EDTMS and update the Legal Case Portal.</p> <p>24.3 Endorse to the Lawyer designated as Investigating Officer.</p>	None	10 minutes	Administrative Aide IV
	<p>25. Endorse to Administrative Assistant I designated as Records Officer for packaging for releasing.</p>	None	5 minutes	Lawyer designated as Investigating Officer

	26. Package the document for releasing. 26.1 Photocopy the document. 26.2 Scan and upload in the Legal Case Portal. 26.3 Endorse to Administrative Aide IV for releasing.	None	30 minutes	Administrative Assistant I designated as Records Officer
	27. Release the document. 27.1 Release the document in EDTMS and update the Legal Case Portal. 27.2 Return to the Administrative Assistant I the receiving copy for filing.	None	15 minutes	Administrative Aide IV
	28. File the receiving document together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer
Total		None	97 days, 6 hours and 25 minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client Feedback Form and drop it at the designated drop box in front of the information/reception area.</p> <p>Contact info: 8951-22-38 legal@dswd.gov.ph</p>
How feedbacks are processed	<p>Every day, the Administrative Assistant I designated to collect the Feedback Forms opens the drop box and compiles and records all feedback submitted.</p> <p>Feedbacks requiring answers are forwarded to the Head of Office and concerned Division Chief and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups the clients may contact the following telephone number: 8951-22-38</p>
How to file a complaint	<p>Answer the client Feedback Form and drop it at the designated drop box in front of information/reception area.</p> <p>Complaints can also be filed by filing a subscribed and sworn Affidavit to the Office of the Secretary. Make sure that the complaint is compliant with 2017 RACCS.</p>

	For inquiries and follow-ups, clients may contact the following telephone number: Contact info: 8951-22-38 legal@dswd.gov.ph
How complaints are processed	The complaint is processed in accordance with the 2017 RACCS and the DSWD Administrative Order No. 11, series of 2013. For inquiries and follow-ups, clients may contact the following telephone number: Contact info: 8951-22-38 legal@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC:8888 CCB: 0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Office of the Director	DSWD, Central Office	8951-22-38
Legal Assistance Division	DSWD, Central Office	8951-22-38
Legal Management Division	DSWD, Central Office	8951-22-38

Procurement Management Service(PMS) External Services

11. Small Value Procurement/ Lease of Real Property and Venue/ Shopping under Section 52.1 B

Procurement of Goods, Consulting Services and Infrastructure Projects based on the requirement needed by the agency to be procured using Negotiated Procurement: Small Value Procurement under Section 53.9, Negotiated Procurement: Lease of Real Property and Venue under Section 53.10 and Shopping under Section 52.1 B of the RIRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SUBMIT/SECURE
<p>All PR must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ol style="list-style-type: none"> Catering Service <ul style="list-style-type: none"> Approved Project Proposal Suggested Menu (if necessary) Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary Rental of Bus/ Van, Lights and Sounds <p>Vehicle:</p> <ul style="list-style-type: none"> Approved Project Proposal Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio and aircon 	<p>Submit to PMS Receiving Unit located in the Procurement Management Service - Contract Management Division (CMD) Office</p>

<ul style="list-style-type: none"> ▪ GSD Certification of non-availability of vehicles <p>Audio Visual (LED Wall, Lights and Sounds):</p> <ul style="list-style-type: none"> ▪ Approved Project Proposal ▪ Technical Assistance Report from BGMD ▪ Date and time needed ▪ Venue ▪ Inclusions (number of technicians required, food for technician) <p>3. Repair and Maintenance</p> <p>Vehicle:</p> <ul style="list-style-type: none"> ▪ Job Order ▪ Pre-repair Inspection Report ▪ Wear and Tear Certification ▪ Vehicle maintenance history <p>Equipment:</p> <ul style="list-style-type: none"> ▪ Technical Assistance Report from ICTMS (for ICT Equipment) ▪ Pre-repair Inspection Report ▪ Copy of Property Accountability Report (PAR) or Inventory Custodian Slip (ICS) ▪ Technical Assistance Report from BGMD (for Building and Grounds Maintenance) with details specification of item requested or copy of photo with details for reference <p><i>Note: Mandatory site inspection for installation and repair of fixtures; Waste Material must be submitted to PMS-PPMD Procurement Officer</i></p> <p>4. ICT Supplies and Equipment not available at PS-DBM (Non- Common Supplies and Equipment [CSE])</p>	
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<ul style="list-style-type: none"> ▪ Information System Strategic Plan (ISSP); and ▪ Technical Assistance from ICTMS <p>5. Printing Services such as advocacy shirts, iec materials, document holder, tarpaulin, plaque, poster, primer, tote bag, shirts</p> <ul style="list-style-type: none"> ▪ Approved Project Proposal ▪ Approved lay out or design from SMS ▪ Date needed ▪ Terms and Conditions (e.g. stages of proofing and delivery schedule) <p>6. Construction Supplies and Materials</p> <ul style="list-style-type: none"> ▪ Technical Assistance Report from BGMD ▪ Mandatory site inspection is required prior to award or after award (if necessary) ▪ Pre- repair inspection Report for the repair and replacement of defective materials (if necessary) <p>For Negotiated Procurement: Lease of Real Property and Venue:</p> <p>All PR must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the service/s requested with a certified true copy of approved PPMP, Project Proposal, SWADCAP Certification if within the National Capital Region, Justification for the use of Privately owned venue and Rating Factors/Criteria for Selection.</p>				
CLIENT/OBSU STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR with Document Reference Number (DRN) to PMS	The PMS-Records Unit (RU) receives and checks the PR (as to authority of signatory and completeness of	Not applicable	Two (2) working days	PMS-Records Unit, PPMD and PMS-

<p>Receiving Officer located at PMS-CMD</p>	<p>attachments); attaches PR Tracking Slip, and endorses to BAC-Secretariat staff for encoding to the Procurement Monitoring Report (PMR).</p> <p>Once encoded in the PMR; endorses to the BAC Secretariat staff for checking as to inclusion in the APP / PPMP.</p> <p>BAC Secretariat in-charge checks the inclusion in the APP and forward to PPMD-RU.</p> <p>PPMD-RU forward to PPMD-Chief who shall assign the PR to the concerned Procurement Officer.</p> <p>Procurement Officer in Charge, reviews the PR as to completeness of the supporting documents, technical specifications, ABC and availability in the market.</p> <p>If found in order (If not in order prepare PR – Action Slip to return to End-User to be signed by the PPMD Chief), initial under the name of the PPMD-Chief, endorse to PPMD-RU.</p> <p>PPMD Chief signs / approves the PR and forward to PPMD-RU. PPMD-RU updates the</p>		<p>Three (3) working days</p>	<p><i>BAC Secretariat</i></p>
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	PMR, log and endorse to Budget Division.			
	<p><i>(Once PR is received by PPMD from Budget Division)</i></p> <p>PPMD-RU updates, log and endorse to Procurement Officer in-charge.</p> <p>Procurement Officer draft the Request for Quotation (RFQ) and ensure that the requirements indicated in the PR are consistent with the supporting documents;</p> <p>PPMD RU forward to PPMD Chief for signature;</p> <p>PPMD Chief signs and forward to PPMD-RU;</p> <p>PPMD-RU log and updates PMR:</p> <ul style="list-style-type: none"> • If ABC is above Php 50,000.00 and mode of procurement will under Negotiated Procurement: Small Value Procurement or Shopping, PPMD-RU endorse RFQ to BAC Secretariat for posting (process stated below) 	Not applicable	one (1) working day	PMS-PPMD

	<p>If ABC is Php 50,000.00 and below, PPMD-RU endorse RFQ to PPMD-Procurement officer in-charge for canvass.</p>			
	<p>If for posting at PhilGEPS and DSWD Website and Bulletin Boards (with ABC amounting to PHP 50,000.00 and above and mode of procurement will under Negotiated Procurement: Small Value Procurement or Shopping):</p> <p>BAC Secretariat Officer-in-Charge receive RFQ from Control Officer; review RFQ and attached documents then scan, once done;</p> <p>Posting to PhilGEPS, DSWD Website and conspicuous places. Once posted, return to BAC Secretariat-RU for updating of PMR and forwarding to PPMD.</p>	Not applicable	one (1) working day	<i>PMS-BAC Secretariat</i>
	<p>PPMD Procurement Officer scan the signed RFQ and send to bonafide Service Providers through email or facsimile machine;</p>	Not applicable	Maximum of 3 calendar days; subject to extension if needed	<i>PPMD, Procurement Officer in-charge</i>
	<p>PPMD Procurement Officer prepare</p>			

	<p>Request for Evaluation to BAC, for signature of PPMD Chief;</p> <p>PPMD Procurement Officer forward the Request for Evaluation to PPMD RU;</p> <p>PPMD RU forward the Request for Evaluation to PPMD Chief;</p> <p>PPMD Chief signs and forward the Request for Evaluation to PPMD-RU;</p> <p>PPMD-RU updates PMR, log and endorse the Request for Evaluation to BAC Secretariat.</p>	Not applicable	one (1) working day	PMS-PPMD
	<p><i>(Once RFQ is received by PMS-BAC Secretariat from PMS-PPMD)</i></p> <p>BAC Secretariat, Procurement Officer-in-Charge receive Request for Quotation (RFQ) from Control Officer; review RFQ and attached documents;</p> <p><i>If Negotiated Procurement: Small Value Procurement and Lease of Real Property and Venue:</i></p> <p>If no quotation were received, prepare return memo to PMS-PPMD for the conduct of another round of procurement;</p>	Not applicable	one (1) working day	PMS- BAC Secretariat

	<p><i>For Shopping:</i></p> <p>If two (2) quotations or less were received, prepare return memo to PMS-PPMD for the conduct of another round of procurement;</p> <p>If there is quotation received, prepare Request for Evaluation to End User (For Complex transactions and those mode of procurement that will fall under Negotiated Procurement: Lease of Real Property and Venue);</p>			
	<p><i>(Once Request for Evaluation is received by PMS-BAC Secretariat from End User Unit)</i></p> <p>BAC Secretariat, Procurement Officer-in-Charge prepare Abstract of Quotation (AOQ);</p> <p>AOQ routed to BAC Members and HoPE for signature;</p> <p>Once signed, BAC Secretariat, Officer-in-Charge scanned the documents, update the monitoring then forward the documents to BAC Secretariat - RU</p> <p>BAC Secretariat-RU updates PMR, log and</p>	Not applicable	Atleast seven (7) working days depending on the availability of the signatories	<i>PMS- BAC Secretariat</i>

	endorse the AOQ to PPMD / CMD.			
	<p><i>(Once AOQ is received by PPMD / CMD from BAC Secretariat)</i></p> <p>PPMD-RU / CMD - RU updates PMR, log and endorse the AOQ to PPMD-Procurement Officer-in-charge / CMD Officer-in-Charge</p> <ul style="list-style-type: none"> • If AOQ is for award, PPMD-Procurement Officer / CMD Procurement Officer prepares Purchase Order (PO) • If AOQ is failure of procurement, PPMD-Procurement Officer conduct another round of procurement process or return to End-user for review of technical specification and/or Approved Budget for the Contract (ABC) 	Not applicable	one (1) working day	PMS-PPMD / PMS - CMD
	PPMD - Procurement Officer in-charge / CMD - Procurement Officer in-charge forward the	Not applicable	one (1) working day	PMS-PPMD / PMS - CMD

	PO to PPMD-RU / CMD – RU; PPMD-RU / CMD - RU updates PMR, log and endorse the PO to PPMD / CMD.			
	Expedite signing of Purchase Order (PO) by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS;	Not applicable	three (3) working days	<i>PMS-CMD</i>
	<i>(Once signed OBRS and PO is received by CMD from End User)</i> Forward signed Purchase Order to Supplier/Service Provider	Not applicable	one (1) working day	<i>PMS-CMD</i>
	<i>(Once signed PO is received by CMD from Supplier / Service Provider)</i> Posting of signed Purchase Order on PhilGEPS and DSWD website	Not applicable	one (1) working day	<i>PMS - BAC Secretariat</i>
	Provide copy of the Purchase Order and its supporting documents to the COA	Not applicable	one (1) working day	<i>PMS-CMD</i>
Inform Procurement Officer of exact date of	Coordinate with PSAMD or NRLMB, and Inspection	Not applicable	one (1) working day	<i>PMS-CMD</i>

delivery as provided in the Purchase Order	Committee about schedule of delivery and ensure available warehouse space			
Deliver the goods at the location indicated in the Purchase Order	Receive the goods at the designated delivery site per purchase order (Reject obvious defective items and request for immediate replacement)	Not applicable	one (1) working day	<i>PMS-CMD / PSAMD</i>
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	Not applicable	one (1) working day	<i>PMS-CMD</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	Not applicable	one (1) working day	<i>PMS-CMD End-User/OBSU</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	Not applicable	one (1) working day	<i>PMS-CMD</i>
Preparation and Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment, prepare Disbursement Voucher, have it signed by the End User and forward Bank information of the payee to the FMS – Cash Division	Not applicable	Fifteen (15) to Thirty (30) working days	<i>PMS-CMD /FMS</i>

2. Competitive Bidding / Public Bidding

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

Office or Division:	Procurement Management Service (PMS)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SUBMIT/SECURE
All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of approved PPMP and Project Proposal / Terms of Reference, if necessary.		Submit to PMS Receiving located in the Procurement Management Service - Contract Management Division (CMD) Office
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)		Must be attached to the Purchase Request
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>);		DBM DBM AS-GSD OBS

Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;		BGMD		
I.T. Equipment and Software: 1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>)		DICT DBM ICTMS OBS		
Consulting Services: 1. Approved Project Proposal, 2. Approved TOR indicating Scope of Work, Delivery and Payment Schedule, required qualification and evaluation criteria and passing rate				
CLIENT / OBSU STEP	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS-CMD	<p>The PMS-Records Unit (RU) receives and checks the PR (as to authority of signatory and completeness of attachments); attaches PR Tracking Slip, and endorses to BAC-Secretariat staff for encoding to the Procurement Monitoring Report (PMR).</p> <p>Once encoded in the PMR; endorses to the BAC Secretariat staff for checking as to inclusion in the APP / PPMP.</p>	Not applicable	One (1) working day	<i>PMS-Records Unit, PPMD and PMS-BAC Secretariat</i>

	<p>BAC Secretariat in-charge checks the inclusion in the APP and forward to PPMD-RU.</p> <p>PPMD-RU forward to PPMD-Chief who shall assign the PR to the concerned Procurement Officer.</p> <p>Procurement Officer in Charge, reviews the PR as to completeness of the supporting documents, technical specifications, ABC and availability in the market.</p> <p>If found in order (If not in order prepare PR – Action Slip to return to End-User to be signed by the PPMD Chief), initial under the name of the PPMD-Chief, endorse to PPMD-RU.</p> <p>PPMD Chief signs / approves the PR and forward to PPMD-RU. PPMD-RU updates the PMR, log and endorse to Budget Division.</p>		Three (3) working days	
	<p><i>(Once PR is received by PPMD from Budget Division)</i></p> <p>PPMD-RU updates, log and endorse to Procurement Officer in-charge. Procurement Officer drafts the Bidding Documents (BD) and ensure that the requirements indicated in the PR and its supporting documents (ToR / TA /</p>	Not applicable	one (1) working day	PMS-PPMD

	<p>Project Proposal) are incorporated therein. Prepares the endorsement memorandum to BAC for signature of PPMD Chief and sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat</p>			
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference</p> <p>The BAC shall conduct Pre-procurement conference for projects costing 2 million & up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p> <p>1.1. Check the completeness of the document being endorsed.</p> <p>1.2. Review the PR and its supporting documents (correctness).</p> <p>1.3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.</p>	Not applicable	Within two (2) working days	<i>PMS - BAC Secretariat</i>

	<p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p> <p>1.5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).</p> <p>1.6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned.</p>			
Prospective bidder/supplier,	Posting of Procurement Opportunities	Not applicable		<i>PMS BAC Secretariat</i>

<p>contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)</p>	<p>1.1 Update the content of the BD based on the agreements during the Pre-Procurement Conference</p> <p>1.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.</p> <p>1.3 Forward the ITB to the BAC Chairperson for his/her signature.</p> <p>1.4 Scan the signed ITB.</p> <p>1.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).</p> <p>1.6 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective</p>		<p>Eight (8) calendar days</p>	
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	Suppliers / Service Providers.			
Bring a copy of the ITB to the Accounting Division at 2 nd floor of Matapat Building for the Issuance of Order of Payment; then proceed to Cash Division (located in same floor near Accounting Division) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement Management Service, Ground floor, Matapat Building to claim the paid Bidding Document.	<p>Sale of Bidding Document</p> <p>Check the Official Receipt (OR) issued by the DSWD - Cash Division to the prospective bidder/supplier, contractor/consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.</p>	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PMS – BAC Secretariat</i>
	<p>Sending of Invitation to Observers</p> <p>a. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson.</p> <p>b. Forward the Notice to the BAC Chairperson for his/her signature.</p> <p>c. Send thru electronic mail (email) an</p>	Not applicable	One (1) working day	<i>PMS – BAC Secretariat</i>

	<p>advance copy of the Notice to the Observers.</p> <p>d. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)</p>			
<p>Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free;</p> <p>Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.</p> <p>Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.</p> <p>Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.</p>	<p>Conduct of Pre-Bid Conference</p> <p>Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.</p> <p><i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i></p>	Not applicable	<p>One (1) working day (must be 12 calendar days before the deadline of submission and receipt of bids)</p>	<i>PMS – BAC Secretariat</i>
			At least seven (7)	

Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal	<p>Posting of Supplemental Bid Bulletin</p> <p>All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids</p>	Not applicable	calendar days before the deadline of submission and receipt of bids	<i>PMS – BAC Secretariat</i>
<p>Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;</p> <p>May attend the conduct of the Opening of Bids</p>	<p>Conduct of the Opening of Bids</p> <p>On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.</p> <p>Only the financial bid of bidders who passed the Eligibility Screening will be opened.</p> <p>The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.</p>	Not applicable	One (1) working day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Bid Evaluation</p> <p>The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as,</p>	Not applicable	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>

	but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.			
	Creation of Technical Working Group (TWG), if necessary	Not applicable	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents.</p>	Not applicable	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	<i>PMS – BAC Secretariat</i>
Awarded Lowest Calculated and Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder	Signing of BAC Resolution and Issuance / Signing of Notice of Award (NOA)	Not applicable	Three (3) working days	<i>PMS – BAC Secretariat</i>

<p>(HRRB) to acknowledge receipt of the NOA.</p> <p>Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA</p>	<p>1.1 The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.</p> <p>1.2 Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.</p> <p>1.3 Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.</p> <p>Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.</p> <p>Note: Awarded LCRB / HRRB will personally appear at the PMS – BAC Secretariat office to sign the original copy of the Notice of Award and</p>	<p>Not applicable</p>	<p>one (1) working day</p>	<p><i>PMS – BAC Secretariat / PMS - CMD</i></p>
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	submit the Performance Bond.			
	PMS-PPMD / PMS-CMD to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by DSWD Legal Service.	Not applicable	two (2) working days	<i>PMS – PPMD / PMS-CMD</i>
	<i>(Once Legal Review is received by PPMD from Legal Service (LS))</i> Revise and Finalize the draft contract according to legal review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.	Not applicable	one (1) working day	<i>PMS – PPMD / PMS-CMD</i>
	Expedite signing of contract by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS; Receive signed copy of the contract for endorsement to Supplier/Service Provider	Not applicable	three (3) working days	<i>PMS-CMD</i>
Sign four (4) copies of the contract, have it notarized, and return to PMS-CMD	Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider	Not applicable	one (1) working day	<i>PMS-CMD</i>
Sign the contract prior to Notarization	Receive duly signed and notarized contract from	Not applicable	Within 10 calendar	<i>PMS-CMD</i>

	Supplier/Service Provider for preparation of NTP		days from the receipt of NOA	
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.	one (1) working day	<i>PMS-CMD</i>
Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider	Not applicable	Within 7 calendar days from the approval of the contract by the HOPE	<i>PMS-CMD</i>
	Posting of Contract and NTP on PhilGEPS and DSWD website	Not applicable	one (1) working day	<i>PMS - BAC Secretariat</i>
	Provide copy of the contract and NTP to the COA	Not applicable	one (1) working day	<i>PMS-CMD</i>
Inform Procurement Officer of exact date	Coordinate with PSAMD or NRLMB, and	Not applicable	one (1) working day	<i>PMS-CMD</i>

of delivery as provided in the contract	Inspection Committee about schedule of delivery and ensure available warehouse space			
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement)	Not applicable	one (1) working day	<i>PMS-CMD / PSAMD</i>
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	Not applicable	one (1) working day	<i>PMS-CMD</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	Not applicable	one (1) working day	<i>PMS-CMD End-User/OBSU</i>
After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS	Not applicable	Fifteen (15) working days.	<i>PMS-CMD FMS</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	Not applicable	one (1) working day	<i>PMS-CMD</i>
Preparation and Signing of	Check and consolidate all necessary supporting	Not applicable		<i>PMS-CMD /FMS</i>

Disbursement Vouchers	documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division		Fifteen (15) to Thirty (30) working days	
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**Department of Legislative Liaison Office (DLLO)
External Services**

Preparation and Submission of DSWD's Official Position Paper on Bills and Resolutions Filed in Both Houses of Congress

The Department of Social Welfare and Development (DSWD) thru the Department Legislative Liaison Office (DLLO) is requested for comments and recommendations on the proposed measure by the House of Representatives and Senate of the Philippines as well as the Presidential Legislative Liaison Office (PLLO) prior to the conduct of Public Hearings /Committee Meetings and Technical Working Group (TWG) Meetings in both Houses of Congress. Further, the Office of the Deputy Executive Secretary for Legal Affairs (ODESLA), Office of the President also request further comments and recommendations from the DSWD if the proposed measure is within or may impinge the Department's mandate.

The DLLO follow these procedures when preparing Position Paper of the Department:

Office or Division	DLLO-Legislative Coordination Division (LCD)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	DSWD Central and Field Offices, Attached Agencies of the Department, Houses of Congress, PLLO, and ODESLA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		DLLO or copies of Official Position Paper can be downloaded via DSWD's Website for the information of the general public		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter to the DSWD's Secretary requesting for the Department's comments and recommendations on the proposed measure/s	Forwards to DLLO with notes	NONE	Within the Day	Office of the Secretary (OSEC)
	<ul style="list-style-type: none"> Receives and tracks requests Checks if with existing Position Paper If with Position Paper, reproduces and provide copy to the concerned client 	NONE	Within the Day	DLLO Administrative Staff
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PREPARATION OF POSITION PAPER				

	<p>If no Position Paper yet, the OIC, DLLO gives instructions and assign to the concerned technical staff for appropriate action</p>	NONE	Within the Day	OIC, DLLO
	<p>Upon receipt of the request for Position Paper, the DLLO Technical Staff routes copies of the bill/s to the Legislative Bill Review Committee (LBRC) Members² through a memorandum signed by the OIC, DLLO.</p> <p><i>Local bill/s or those which concern a specific area (municipality, city, and province) shall be endorsed to the Field Office which has jurisdiction over the said area. In this case, the concerned Field Office-Legislative Liaison Coordinators (FO-LLCs)³ shall draft the position paper for the said bill/s within five (5) working days upon receipt of the endorsement. After which, the draft position paper shall be forwarded to the DLL Officer for review or</i></p>	NONE	Within the Day	LCD Technical Staff
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

² **Legislative Bill Review Committee (LBRC) Members** - An inter-office body comprised of the PDPB, PMB, STB, SB, and Legal Service, which is tasked to review, analyse, and deliberate on the provisions of bills particularly if these support or oppose the DSWD's mandate.

³ **Field Office-Legislative Liaison Coordinators (FO-LLCs)** - The Chief or designated staff of the Policy and Plans Division in all DSWD Field Offices shall serve as the focal persons and counterpart of the DLLO in the promotion of the DSWD Legislative Agenda and other proposed measures identified as urgent by the Executive Department.

Continuation	possible referral to the LBRC members for further comments and inputs prior to its submission to the DSWD Secretary.			
	Reviews Memo and recommends for approval of OIC, DLLO	NONE	Within the Day	OIC, LCD
	Reviews and approves Memo <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	Within the Day	OIC, DLLO
	Receives Memo and Submit comments and recommendations to the DLLO	NONE	4 Days	LBRC Members and concerned OBS
	Receives and tracks comments and recommendations	NONE	Within the Day	DLLO Administrative Staff
	Reviews and gives instructions to Technical Staff	NONE	Within the Day	OIC, DLLO
	<ul style="list-style-type: none"> Consolidates comments and recommendations, which were outlined in a matrix Analyses and drafts Position Paper 	NONE	5 Working Days	LCD Technical Staff
	Reviews draft Position Paper <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	1 to 2 Working Days	OIC, LCD
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Reviews draft Position Paper and recommends to the DLL Officer for approval <i>Note: Returns to the concerned Technical Staff if with comments/input</i>	NONE	1 to 2 Working Days	OIC, DLLO
	Tracks for outgoing to the Office of the Undersecretary for Policy and Plans (OUSPP)	NONE	Within the Day	DLLO Administrative Staff
	Further reviews the draft Position Paper and recommends to the Secretary for approval	NONE	1 to 2 Working Days	DLL Officer
	Tracks for outgoing to the DLLO	NONE	Within the Day	OUSPP Administrative Staff
	<ul style="list-style-type: none"> Receives and tracks approved Position Paper Endorses to OSEC 	NONE	Within the Day	DLLO Administrative Staff
	<ul style="list-style-type: none"> Conducts final review and approves/signs Position Paper Returns to the DLLO for submission to the concerned House/Senate Committee or PLLO <i>Note: Returns to DLLO for revision if with comments. Upon receipt, the DLLO Technical Staff will revise immediately and return to OSEC</i>	NONE	1 to 2 Working Days	OSEC
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Continuation	Upon receipt of approved Position Paper ⁴ : Tracks, photocopies, and submits via fax or door-to-door delivery of DSWD's Official Position Paper to the House/Senate Committee or PLLO	NONE	Within the Day	Administrative Staff
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The DLLO shall provide all Executive Committee (EXECOM) Members, Management Committee (MANCOM) Members and Field Offices with a Semestral Compendium of signed Position Papers for their information and reference. Electronic copies of these position papers shall also be made available on a monthly basis via the DSWD website.

The signed Position Papers, along with their corresponding bills, may also be subjected to PDPB's Policy Study Sessions for further assessment and possible enhancements.

⁴ DLLO shall furnish the PLLO copies of its Position Papers on objectionable bills which directly impinge on the DSWD mandate as a strategy to ensure the latter's immediate and appropriate intervention on these bills' progress.

Signed Position Paper shall also be brought to the hearing by the concerned DSWD representative and the assigned technical staff of the DLLO for submission to the Senate/House Committee.

DLLO also provides further comments and recommendations on proposed measure upon the request of the ODESLA, Malacañang. The letter was signed by the DLL Officer and copy of the DSWD's Official Position Papers submitted to the concerned Committee in both Houses were attached for reference.

Standards Bureau(SB) External Services

1. Issuance of Certificate of Authority to Conduct Regional FundRaising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	
Classification:	Complex	
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form 	
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) 	
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat 	

Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 <ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> with intended beneficiary/recipients
7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	<ul style="list-style-type: none"> with the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/

auditor/bookkeeper, if applying for renewal of permit/authority	DSWD-SB- PS-F-007: Fund Utilization Report
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	<ul style="list-style-type: none"> Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 3: Submit/file application documents	If Complete and Compliant:	None	*15 minutes	Focal Person - Standards Section -

	<p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			DSWD Office Field
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>1.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person - Standards Section - DSWD Field Office
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 If applicant is compliant to requirements:</p> <p>Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office

	If found incomplete or non-compliant: 1.1 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval; 1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. As <i>needed</i> .			
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter 1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working days	
For Incomplete Submission:		None	30 minutes	

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

2. Issuance of Certificate of Authority to Conduct National FundRaising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	Standards Section – DSWD Field Office		
	Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
C. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
9. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form	
10. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies.</i>		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
11. One (1) Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat	

Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. <i>*Not applicable to Government Agencies.</i>	Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 <ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
12. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
13. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
14. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> from intended beneficiary/recipients or its head/authorized representative
15. 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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others	<ul style="list-style-type: none"> from the agency that allows applicant to undertake solicitation activities in their jurisdiction
16. Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for <u>renewal</u> of permit/authority	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PS-F-007: Fund Utilization Report
17. Sample of additional specific requirements for each methodology to be used, such as: 9.1. Ticket, Ballots, Cards and similar forms 9.2. Donation Boxes, Coin Banks and other similar forms	<ul style="list-style-type: none"> Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf For the additional specific requirements for each methodology to be used

9.3. Benefits show such as fashion show, concert and similar activities 9.4. Photo or Painting Exhibits and similar activities 9.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms 9.6. Text messages and other types of solicitation using electronic devices such as e-mail 9.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 9.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities 9.9. Rummage sale, garage sale, sale of goods and other similar forms	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 3: Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee; If found incomplete or non-compliant, 1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.	None	*15 minutes	Focal Person - Standards Section - DSWD Field Office

	1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.			
STEP 4: Wait for the result of the assessment	If applicant is compliant to requirements:			
	1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office
	1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval	None	4 days	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	3 days	Undersecretary Concerned – DSWD Central Office
	1.4 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the	None	3 days	DSWD Secretary or Authorized Representative

	Secretary or his/her authorized representative	None	**1 day	Support Staff - Standards Bureau DSWD Central Office
	1.5 Transmission of the approved/signed permit to the DSWD Field Office for issuance of the applicant If not compliant to requirements: 1.1 Return application documents to the applicant with a letter citing reasons for disapproval 1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit or submit lacking requirements	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter 1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL Complete and Compliant:		₱1,000.00	20 working days	
Complete and Non-Compliant Submission:		₱1,000.00	Six (6) days	

Incomplete Submission:	None	30 minutes	
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**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.*

3. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail of:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA

5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC-2019-021.pdf – DSWD DFE Form 2 <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC-2019-021.pdf – DSWD DFE Form 3 <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
STEP 1: The representative of the SWDA files the application form, together with the supporting documents and other requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	Receives the application and provides technical assistance, if necessary.	None	*30 minutes	Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day

STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Issues an official receipt.	Php1,000.00	*10 minutes	Field Office: Cash Section personnel
STEP 3: Awaits results of the assessment.	Reviews and assesses the submitted requirements. <ul style="list-style-type: none"> If complete, to determine the necessity of conducting a validation visit. 	None	3 working days	Field Office: Standards Section technical staff
	If incomplete, to return all submitted documents to the applicant.			
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff
STEP 5: Awaits endorsement by DSWD Central Office.	Secures endorsement of the application by the DSWD Regional Director	None	1 working day	Field Office: Standards Section Technical Staff DSWD Regional Director
	Endorses the application to the Standards Bureau at the Central Office			
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			

	Final review and evaluation If approved, to forward the application to the Office of the Undersecretary heading the Standards Bureau.	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director
	Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement 			
	If disapproved, to send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	2 working day	DSWD Undersecretary heading the Standards Bureau
	Final Approval	None	3 working days	DSWD Secretary

	Affixes signature to the endorsement letter to DOF			
STEP 6: Approved applicants to pick up the Endorsement Letter	Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete and Non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

4. Accreditation of Social Workers Managing Court Cases (SWMCCs)

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

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
Type of Transaction:	Highly Technical
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.

CHECKLIST OF REQUIREMENTS ¹	WHERE TO SECURE
A. For New Applicants	
1. For Social Workers	
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)

f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client

2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
1. The Applicant shall file an application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requirements stated above.	1.1. The Field Office-Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents. If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.	None	*10 minutes	Receiving Officer DSWD Field Office – Standards Section
	1.2. The technical staff shall conduct pre-assessment by verifying the documents submitted by	None	2 days	Any of the assigned technical staff from the DSWD

	the Applicant with the original copies of the documents.			FO- Standards Section
	1.3. If requirements are complete, the Field Office-Standards Section shall endorse one copy of the application requirements to DSWD-Standards Bureau, and file the other copy in the Field Office.	None	2 days	Standards Section Head, DSWD Field Office – Standards Section
	1.4. The Standards Bureau-Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.	None	*10 minutes	Receiving Officer DSWD – Standards Bureau
	1.5. The Standards Compliance Monitoring Division shall review the application and documents submitted by the Applicant through Field Office.	None	2 days	Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD-Standards Bureau
	1.6. If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment	None	1 day	Assigned technical staff from DSWD-Standards Bureau
2. The Applicant shall coordinate with Standards Bureau through	2.1. The technical staff shall conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD-Standards Bureau

the Field Office on the schedule of the on-site assessment.				
	<p>2.2. Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment.</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 improving. A re-assessment shall be conducted after six months.</i></p>	None	3 days after conduct of on-site assessment	<p>Assigned technical staff DSWD- Standards Bureau</p> <p>Bureau Director DSWD- Standards Bureau</p>
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	2.3. Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head.	None	1 day	Bureau Director DSWD- Standards Bureau
	2.4. Cluster Head to approve and endorse the Accreditation Certificate to the Secretary.	None	3 days	Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group
	2.5. Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 days	DSWD Secretary or his/her duly authorized representative

	2.6. Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	Bureau Director DSWD- Standards Bureau
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	*10 minutes	Support staff from the DSWD FO- Standards Section
Total Processing Time:			20 working days	

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

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

5. Accreditation of CSOs to Implement DSWD Projects and/or Programs using DSWD Funds

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	

1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)

6. Declaration of Commitment pursuant to AO no. 11 series of 2019	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf
1. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx
2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
STEP 1: The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Support Staff (Standards Bureau-Central Office)
STEP 2: The applicant CSO awaits for notification relative to the application	1.1. If found complete, SB will request the Field Office to conduct a validation visit. 1.2. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO) Information and Communication Technology

	<p>a formal letter shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)</p> <p>If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			Management Services (ICTMS)
STEP 3: Actual validation visit	<p>Conducts validation visit to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a validation visit, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day <u>(per agreed schedule)</u>	<p>Standards Section (FO) per area of jurisdiction.</p> <p>Standards Bureau for those operating in more than one region</p>

STEP 4: Awaits approval or denial of the application for accreditation	4.1. Prepares and submit the validation report to SB	None	**4 working days	Standards Section (FO), Division Chief and Regional Director
	4.2. Conducts assessment and examination of application		4 working days	Standards Bureau assigned personnel (SCMD)
	4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional set of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)		4 working days	Standards Bureau assigned personnel (SCMD)
	4.4. Confirmation letter on the result of the evaluation		2 working days	Standards Bureau assigned personnel (SCMD), SB Director
	4.5. Approval of the Certificate of Accreditation		3 working days	Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary
STEP 5: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate	None	5 working days	Support Staff (Standards Bureau - SB)
	1.2 Issues the Certificate of Accreditation or the Denial Letter			
TOTAL		None	20 working days	
Complete and Compliant:		None	3 Working days	
Incomplete and Non-Compliant:		None	3 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.**

6. Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office (If Operating in more than one (1) region)		
	DSWD Field Office – Standards Section (Covering the area of operation if operating only in one (1) region)		
Classification:	Complex		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/downloads-2/Annex 1. DSWD-RLA-F001 Application Form for Registration	
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization’s primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non – profit organization to operate in the Philippines		<ul style="list-style-type: none">Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
3. One (1) Copy of any of the following:			

<ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
B. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Bureau	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the	None	*10 minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

of the returned documents and the checklist of the lacking requirements.	Document Tracking System (DTS) for Standards Bureau. 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for applicants at DSWD Central Office.	None	*20 minutes	Support Staff in-charge of the issuance of Billing statement (Standards Bureau-Central Office/ Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Cashier (Financial and Management Service-SB/Cashier Section-FO)
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*10 Minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.

STEP 6: Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. iv. The SWDA must have a financial capacity to operate for at least two (2) years.	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
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	<p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>			
	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director (Standards Bureau-Central Office/ Standards Section- Field Office)
	Approval and Signing of Registration Certificate	None	2 working days	Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)

TOTAL				
For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	
C. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Support Staff in-charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 2: Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

	<p>interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>1.2 If found incomplete or non-compliant, draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Bureau Director (CO) and shall be sent to the applicant agency together with all the documents submitted.</p>			
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<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>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 Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>	<p>₱1,000.00</p>	<p>*10 minutes</p>	<p>Technical Staff and Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <p>1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject:</p>	<p>1. Acknowledge the copy of Official Receipt from the Organization.</p> <p>1.1 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau</p>	<p>None</p>	<p>*10 Minutes</p>	<p>Support Staff in-charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)</p>

<p>Name of the Organization_ Copy of OR for Registration.</p> <p>2. Hand-carry the Photocopy of Official Receipt</p> <p>3. Mail/Courier the Photocopy of Official Receipt</p>	<p>shall acknowledged its receipt.</p> <p>1.2 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.</p>			
<p>Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	<p>None</p>	<p>5 minutes</p>	<p>Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>
<p>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</p>				
<p>STEP 6: Wait on the result of assessment.</p>	<p>Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.</p>	<p>None</p>	<p>2 working days</p>	<p>Technical Staff/ Section Head/ Division Chief/ Bureau Director</p>
	<p>Approval and Signing of Registration Certificate</p>	<p>None</p>	<p>2 working day</p>	<p>Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)</p>
<p>STEP 7: Receive the Certificate and confirmation letter.</p>	<p>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)</p>	<p>None</p>	<p>1 working day (depending on the choice of the applicant)</p>	<p>Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)</p>
<p>TOTAL</p> <p>For Complete and Compliant:</p>			<p>7 working days</p>	

	₱1,000.00		
For Incomplete Submission:	None	3 working days	

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

7. Licensing of Private Social Welfare and Development Agencies (SWDAs) 1) Auxiliary SWDA 2) Social Work Agency

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office (If Operating in more than one (1) region) DSWD Field Office – Standards Section (Covering the area of operation if operating only in one (1) region)
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees

<p>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA,</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

<p>Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located. <p>2. For Center Based (<i>Residential and Non-Residential Based</i>)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government
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b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP. 4. For applicant with past and current partnership with the DSWD that involved transfer of funds a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	Unit covering the SWDAs area of operation <ul style="list-style-type: none"> City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Bureau	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and	1.1 Receive the documentary requirements and	None	*20 minutes	Support Staff in charge of all

supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office) Officer of the day (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Financial and Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for applicants at DSWD Central Office.	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Bureau-Central Office/ Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Financial and Management Service- SB/Cashier Section-FO)

STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

	<p>workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
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	<p>1.2.2 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p>1.3 Review and approval of the Acknowledgement Letter including its attachments.</p>	None	2 working days	<p>Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office)</p> <p>Section Head/Division Chief/Regional Director (Standards Section- Field Office)</p>
<p>STEP 7: Confirm the Availability on the proposed Validation Visit</p>	<p>For those with requirements that are complete and compliant, Confirmation of Validation Visit.</p>	None	*30 minutes	<p>Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>
<p>STEP 8: Assist the Assessor during the conduct of Validation visit.</p>	<p>Conduct of Validation visit</p>	None	1 working day per agreed schedule	<p>Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>

Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 10: Awaits the result of the licensing assessment	<p>1.1 Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	3 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
	<p>1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>1.3.2 If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	<p>Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office)</p> <p>Section Head/Division Chief (Standards Section- Field Office)</p>
	<p>1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.</p> <p>1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau (Standards Bureau-Central Office)</p> <p>Regional Director (Standards Section- Field Office)</p> <p>Support Staff</p>

				(Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	18 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 2: Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or	None	2 working day	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

	<p>generally in Social Welfare and Development Activities.</p> <p>ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social</p>			
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	<p>development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1.2 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>

	<p>applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>			
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_Copy of OR for Licensing. 2. Hand-carry the Photocopy of Official Receipt 3. Courier the Photocopy of Official Receipt <p>Note: For those operating in more than one region, the</p>	<ol style="list-style-type: none"> 1.1 Acknowledge the copy of Official Receipt from the SWDA. 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged its receipt. 1.3 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt. 	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.				
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office) Section Head/Division Chief (Standards Section- Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 10: Wait for the result of the Validation visit.	<p>1.Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	3 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
	<p>1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>1.3.2 If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	<p>Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office)</p> <p>Section Head/Division Chief (Standards Section- Field Office)</p>
	<p>1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.</p> <p>1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 1 working days</p>	<p>Undersecretary Supervising the Standards Bureau (Standards Bureau-Central Office)</p> <p>Regional Director (Standards Section- Field Office)</p> <p>Support Staff</p>

				(Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

8. Accreditation of Private Social Welfare and Development Programs and Services

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	ALL Private Licensed SWA with Social Welfare and Development Programs and Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	

	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
<p>B. Pre-accreditation assessment</p> <ul style="list-style-type: none"> • For New Applicant, conducted by concerned Field Office covering the Area of Operation • For Renewal, assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/#MCs • <i>For Residential</i> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service • <i>For Community Based</i> Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<p>C. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application</p> <p>b. 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.</p> <p>For RAB President, the Standards Section shall be the</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership

one to issue the required certification.	
<p><i>D. One (1) Copy of the following Documents Establishing Track Record and Good Standing</i></p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p><i>E. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment

<p><i>F. One (1) Copy of the following Basic Documents</i></p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC <p><i>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</i></p> <ol style="list-style-type: none"> 5. For those operating in more than one region <ul style="list-style-type: none"> <input type="checkbox"/> List of main and satellite/branch offices with contact details, if any. 6. For Applicant SWA's implementing Child Placement Services <ul style="list-style-type: none"> <input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees
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<p>G. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies</p> <p>g. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City
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	Government Agency where the Organization implemented or implements projects and programs.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Provides client application form, and checklist of requirements	None	30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 2: Submit/ file application and supporting documents (<i>this shall be only at the Standards Bureau</i>).	Receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.	None	30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 3: For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 4: 1.1 If Complete, Settle the required processing fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial Management Service	None	*20 minutes	Support Staff in charge on the issuance of Billing

1.2 Presents the Billing Statement at the Cashier and settles the required fee.	(DSWD Cashier, 2nd Floor, Matapat Building) for applicants at DSWD Central Office.			Statement (Standards Bureau - SB)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Finance Management Service-Cashier Division)
STEP 5: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant SWDA.	None	*15 Minutes	Support Staff (Standards Bureau - SB)
Step 6: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 7: Awaits the result of the documents review and notice of accreditation assessment visit.	1. Review the submitted documents as to completeness and compliance. 1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Assessment Visit. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 8: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant,	None	Minimum of 2 working days depending on the Programs	Technical Staff (Standards Bureau - SB)

	Confirmation of Assessment Visit.		and Services for Accreditation	
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant the Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
STEP 10: Wait for the result of Assessment visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of Accreditation. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)
	If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 9 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	If favorable, for approval and signature of the Certificate of Accreditation. If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB/
STEP 11: Acknowledge receipt of the Certificate of Accreditation	If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)

	indicated in the application form. (direct pick-up or courier)			
TOTAL For Complete and Compliant:		₱1,000.00	20 working days depending on the number of programs and services for accreditation	
For Complete Requirements with Areas for Compliance:		₱1,000.00	13 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
STEP 2: For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the applicant organization shall sign the	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)

acknowledgement of the returned documents and the checklist of the lacking requirements.	checklist of requirements for applicant SWDA's compliance.			
<p>STEP 3: Settle the required processing fee.</p> <p>1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p> <p>1.2 Presents the Billing Statement at the Cashier and settles the required fee.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>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 Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>	₱1,000.00	*15 minutes	Technical Staff and Support Staff (Standards Bureau - SB)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Finance Management Service-Cashier Division)

<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization _ Copy of OR for Registration. 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau. <p>Note: For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according</p>	<p>Acknowledge the copy of Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged the receipt of the Official Receipt provide the copy to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 Minutes</p>	<p>Support Staff in charge of incoming documents (Standards Bureau - SB)</p>
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to Organization's preference.				
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 6: Awaits the result of the documents review and notice of accreditation assessment visit.	1.1 Review the submitted documents as to completeness and compliance. 1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Assessment Visit. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working day	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 7: Confirm the Availability on the proposed Accreditation Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Accreditation Assessment Visit.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff (Standards Bureau - SB)
Step 8: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9: Waiting for the result of Assessment visit.	1.1 Prepare Confirmation Report	None	3 working days	Technical Staff (Standards Bureau - SB)

	1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of Accreditation.			
	1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.			
	<p>If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
	<p>If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB)</p>
	STEP 10: Acknowledge receipt of the Certificate of Accreditation	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Complete Requirements with Areas for Compliance:		₱1,000.00	13 working days	
For Incomplete Submission:		None	3 working days	

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

9. Accreditation of Public Social Work Agencies with Center-based Programs and Services

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office Standards Section – DSWD Field Office
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	ALL Public SWAs with Center-Based Programs and Services (Residential and Non-Residential)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished and Notarized Application Form 	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
<ul style="list-style-type: none"> Pre-accreditation assessment For New Applicant, shall be conducted by concerned Field Office covering the Area of Operation For Renewal, assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs <i>For Residential</i> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service <i>For Community Based</i> Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<ul style="list-style-type: none"> One (1) Copy of the following Documents Establishing 	

<p><i>Corporate Existence and Regulatory Compliance</i></p> <p>1. ABSNET Membership Certification from the Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Track Record and Good Standing</i> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>2. Annual Accomplishment Report of the previous year</p> <p>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</p> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan • https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement

<p>4. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> □ Certification from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) • One (1) Copy of the following Basic Documents <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees or its equivalent 3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services. <p>(Note: The first 3 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</p> 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees

<p>4. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees
<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>A. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>B. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				

STEP 1: Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Provides client application form, and checklist of requirements	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 2: Submit/ file application and supporting documents at Standards Bureau	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and reference.	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 3: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 5: Wait for the result of the documents review and notice of accreditation assessment visit	1.1 Review the submitted documents as to completeness and compliance. 1.2 If found complete and compliant, shall prepare	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director

	<p>an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>			
STEP 6: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
STEP 7: 1.1 Prepare and make available if necessary the Client and Staff. 1.2 Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff (Standards Bureau - SB)
Step 8: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9:	1.1 Prepare Confirmation Report and Certificate of Accreditation 1.2 If favorable, the Technical Staff shall	None	3 working days	Technical Staff (Standards Bureau - SB)

	<p>draft Confirmation Report together with Certificate of Accreditation.</p> <p>1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.</p>			
STEP 10:	<p>1.1 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.2 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.3 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>1.4 Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
STEP 11:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.1 If favorable, for approval and signature of the Certificate of Accreditation.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau – SB)</p>

	1.1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.			
STEP 12:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL				
For Complete and Compliant:		None	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
<p>STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p>	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

<p>STEP 2: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
<p>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</p>				
<p>STEP 3:</p>	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
<p>STEP 4: Confirm the Availability on</p>	<p>For those with requirements that are complete and compliant,</p>	None	*30 minutes	Technical Staff (Standards Bureau - SB)

the proposed Assessment Visit	Confirmation of Assessment Visit.			
STEP 5: Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation 1 working day for Senior Citizen Center	Technical Staff (Standards Bureau - SB)
Step 7: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
STEP 6:	1.1 Prepare Confirmation Report and Certificate of Accreditation 1.1.1 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation. 1.1.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)
STEP 7:	1.1 Review and endorse the Confirmation Report together with Certificate of Accreditation.	None	Favorable; 9 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director

	<p>1.1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.1.2 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>			
STEP 8:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.1 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB/</p>
STEP 9:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)

TOTAL			
For Complete and Compliant:	None	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:	None	14 working days	
For Incomplete Submission:	None	3 working days	

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

10. Accreditation of Local Government Unit's Senior Citizens Center

Refers to the process of assessing the Senior Citizen Center if they are compliant to set standards.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
	Standards Section – DSWD Field Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	ALL Public Senior Citizens Center		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> One (1) Duly Accomplished and Notarized Application Form 		<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation 	
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 		<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit 	
<ul style="list-style-type: none"> One (1) Copy of the following Documents Establishing Track Record and Good Standing 			

<ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year 2. Annual Accomplishment Report of the previous year 3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant. <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan • https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement
<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i> <p>For Center Based (Residential and Non-Residential Based)</p> <ol style="list-style-type: none"> a. Copy of the valid safety certificates namely: <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit 	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider

C. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP	<ul style="list-style-type: none"> National Commission of Indigenous People (NCIP) Regional Office where the NGO operates
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Provides client application form, and checklist of requirements	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 2: Submit/ file application and supporting documents at Standards Bureau	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and reference.	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 3: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)

Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 5: Wait for the result of the documents review and notice of accreditation assessment visit	1.1 Review the submitted documents as to completeness and compliance. 1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 6: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
STEP 7: 1.3 Prepare and make available if necessary the Client and Staff. 1.4 Assist the Assessor during the conduct of	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 working day	Technical Staff (Standards Bureau - SB)

Accreditation Assessment visit.				
Step 8: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9:	<p>1.5 Prepare Confirmation Report and Certificate of Accreditation</p> <p>1.5.1 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation.</p> <p>1.5.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.</p>	None	3 working days	Technical Staff (Standards Bureau - SB)
STEP 10:	<p>1.6 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.6.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.6.2 If unfavorable, shall review the provided findings</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director

	or reason for disapproval of accreditation.			
	1.6.2.1 Approval of the Confirmation Report.			
STEP 11:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.3 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.4 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB/</p>
STEP 12:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL				
For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	

B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
STEP 2: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 3:	1.1 Review the submitted documents as to completeness and compliance.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director

	<p>1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>			
STEP 4: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
STEP 5: Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 working day	Technical Staff (Standards Bureau - SB)
Step 7: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
STEP 6:	<p>1.2 Prepare Confirmation Report and Certificate of Accreditation</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation.</p>	None	3 working days	Technical Staff (Standards Bureau - SB)

	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.			
STEP 7:	<p>1.2 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.2.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.2.2 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
STEP 8:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.3 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.4 If unfavorable, the Support Staff shall send the Confirmation Report to the</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB/</p>

	SWDA through email and via courier.			
STEP 9:	Releasing of Confirmation Report and Certificate of Accreditation. If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL				
For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	14 working days	
For Incomplete Submission:		None	3 working days	

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

**Social Welfare Institutional Development Bureau
(SWIDB)
External Services**

1. Availment of Accommodation at SWADCAP Guest Rooms thru Walk-In

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

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	DSWD employees, other government workers/agencies, and private individuals/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billet Form accessible thru Google form		Online		
2. Valid ID (to be uploaded online)		Requesting party		
3. Room Key		SWADCAP Designated Key Holder Area		
4. Feedback Form accessible thru Google form		Online		
5. Acknowledgment Receipt		SWADCAP Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the front desk and express intent to check-in	1. Receive the customer and provide stub (where link to Google form is indicated)	None	3 Hours	SWADCAP Front Desk Staff
2. Access and accomplish billet form thru online and upload copy of ID	2. Assign a room and provide instructions where to obtain the key and location of the designated room	None	6 Hours	SWADCAP Front Desk Staff
3. Get the room key, toiletries and towel to the designated area and proceed to			4 Hours	

the assigned room				
4. For check out, inform the front desk	3. Instruct to accomplish the customer feedback form thru Google form		3 Hours	SWADCAP Front Desk Staff
5. Leave room key to the designated area for the keys	4. Check vacated room	None	4 Hours	SWADCAP Front Desk Staff/ Maintenance Staff
6. Provide payment for the use of room	6. Issue an acknowledgment receipt	-For DSWD employees – PHP 250 -For other government workers outside DSWD – PHP 400 -For private individuals – PHP 900	4 Hours	SWADCAP Front Desk Staff
	TOTAL:	-For DSWD employees – PHP 250 -For other government workers outside DSWD – PHP 400 -For private individuals – PHP 900	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and return it to the front desk.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph> or <swadcap@dswd.gov.ph>.</p> <p>Contact info: SWIDB – (02) 8 951 2805 or local 403-405 SWADCAP – (02) 8 843 6191 or (02) 8 843 6370</p>
How feedback forms are processed	<p>Weekly client feedback forms are reviewed by the SWADCAP staff-in-charge and feedback received are relayed and discussed with SWADCAP staff during staff meetings.</p> <p>Feedback requiring answers are communicated with concerned SWADCAP staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call SWADCAP at (02) 8 843 6191.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence</p> <p><i>Same contact numbers</i></p>
How complaints are processed	<p>Feedback and complaints undergo the same process.</p>
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

2. SWADCAP Function Room Reservation by External Stakeholders

Request for and submission of reservation form to Social Welfare and Development Center for Asia and the Pacific (SWADCAP) for the use of function rooms by external stakeholders.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen	
Who may avail:	Other government workers/agencies and private individuals/ organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. SWADCAP Reservation Form 2. Activity Terms and Conditions		SWADCAP E-Mail

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if function room is available	1. Check availability via SWADCAP Calendar	None	1 Hour	SWADCAP Admin Staff
	2. Get e-mail address of inquiring party	None	1 Hour	SWADCAP Admin Staff
	3. Send Reservation Form and Activity Terms and Conditions thru e-mail	None	2 Hours	SWADCAP Admin Staff
2. Fill out Reservation Form and Activity Terms and Conditions		None	1 Day	
3. Submit to SWADCAP thru e-mail		None	2 Hours	
	4. Book reservation to SWADCAP calendar	None	1 Day	SWADCAP Admin Staff

	5. Send confirmation of reservation thru e-mail	None	2 Hours	SWADCAP Admin Staff
	TOTAL:	None	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and return it to the front desk.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph> or <swadcap@dswd.gov.ph>.</p> <p>Contact info: SWIDB – (02) 8 951 2805 or local 403-405 SWADCAP – (02) 8 843 6191 or (02) 8 843 6370</p>
How feedback forms are processed	<p>Weekly client feedback forms are reviewed by the SWADCAP staff-in-charge and feedback received are relayed and discussed with SWADCAP staff during staff meetings.</p> <p>Feedback requiring answers are communicated with concerned SWADCAP staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call SWADCAP at (02) 8 843 6191.</p>
How to file a complaint	Feedback and complaints undergo the same process.

	Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <i>Same contact numbers</i>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)

3. SWADCAP Guest Room Reservation

Request for and submission of reservation form to Social Welfare and Development Center for Asia and the Pacific (SWADCAP) for the use of guest room by DSWD staff and external stakeholders.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	DSWD employees, other government workers/agencies and private individuals/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SWADCAP Reservation Form		SWADCAP E-Mail		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if guest/ function room is available	1. Check availability via SWADCAP Calendar	None	1 Hour	SWADCAP Admin Staff
	2. Get e-mail address of inquiring party	None	1 Hour	SWADCAP Admin Staff

	3. Send Reservation Form thru e-mail	None	2 Hours	SWADCAP Admin Staff
2. Fill out Reservation Form from		None	1 Day	
3. Submit to SWADCAP thru e-mail		None	2 Hours	
	4. Book reservation to SWADCAP calendar	None	1 Day	SWADCAP Admin Staff
	5. Send confirmation of reservation thru e-mail	None	2 Hours	SWADCAP Admin Staff
	TOTAL:	None	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door. You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	Feedback and complaints undergo the same process.

	<p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

Social Technology Bureau (STB) External Services

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

Office or Division:	Social Technology Bureau (STB)
Description	<p>The Social Technology Bureau (STB) provides technical assistance to DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), academe and Non-Government Organizations (NGOs) with intent to institutionalize that is to adopt or replicate completed Social Technologies (ST). The Technical Assistance provided by the Bureau includes among others, requests for resource persons in social marketing activities, capability building activities, advocacy and lobbying with policy making bodies, and orientation on completed STs.</p> <p>Social Technology is defined as an innovative Social Welfare and Development (SWD) Models of Intervention which utilizes theories and/or tested methods intended to improve social conditions and human behavior of the disadvantaged, poor, and vulnerable Filipinos (<i>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</i>).</p>
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p> <p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to CoronaVirus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p>
Process Owner:	Promotion and Institutionalization Division (PaID)
Input Document:	Request Letter
Output Document:	<p>Reply letter</p> <p>Confirmation Report of the Technical Assistance (TA) provided</p>

Classification:	COMPLEX
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written and signed request letter with complete contact details (name and contact information) of the requesting party, and details of the technical assistance needed.		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.For Local Government Units (LGUs) send request to DSWD Field Office to institutionalize (<i>i.e., adopt or replicate</i>) completed social technologies) for onward submission to DSWD-Social Technology Bureau</p> <p>For National Government Agencies (NGAs, DSWD-Offices, Bureaus, Services, Units (OBSUs), Academe, and Non-Government Organizations (NGOs), Civil Society Organizations (CSOs) send official requests to DSWD-Social Technology Bureau.</p> <p>All requests shall be sent via email to socotech@dswd.gov.ph.</p>	1.1. The STB Administrative Staff in-charge of incoming documents receives and encodes the request in the Electronic Data Tracking Management System (EDTMS) and forward document to the Bureau Director.	None	30 minutes	<i>Administrative Staff</i>
None	1.2. Assess the request, provide	None	4 hours	<i>Bureau Director</i>

	instruction, and forward document to the Division Chief of Promotion and Institutionalization Division (PaID)			
None	1.3. Record the note of the Bureau Director and forward the document to the Promotion and Institutionalization Division Chief through hard or electronic copy	None	30 minutes	<i>Bureau Secretary</i>
None	1.4. Review the document, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy	None	4 hours	<i>Division Chief</i>
None	1.5. Record the instruction of the PaID Chief in the EDTMS	None	1 hour	<i>Administrative Staff</i>
None	1.6. Review the request and coordinate	None	3 working days	<i>SWO IV/SWO III/PDO III</i>

	with the Field Office if necessary to get additional information on the TA being requested, and prepare a reply.			
2. Participate in the Technical Assistance about completed STs through Google Meet Conferences, Webinars, and other convenient online platforms and Accomplish Online Customer Satisfaction Survey form.	2.1. If the TA request entails a resource person the staff will conduct Technical Assistance as Resource Person on the Institutionalization of Completed STs using Google Meet Conferences, Webinars, and other convenient online platforms.	None	1 day	<i>SWO IV/SWO III/PDO III</i>
None	2.2. Prepare and submit confirmation report, email the report to Division Chief copy furnish the Administrative Staff for tracking in the EDTMS	None	7days	<i>SWO IV/SWO III/PDO III</i>
None	2.3. Record receipt of document in the EDTMS	None	30 minutes	<i>Administrative Staff</i>

None	2.4. Review the confirmation report and endorse the document to the Bureau Director for approval copy furnish the Administrative Staff	None	30 minutes	<i>Division Chief</i>
None	2.5. Record receipt of document in the EDTMS and forward to Head of Office / Bureau Director	None	30 minutes	<i>Administrative Staff</i>
None	2.6. Review and approve the confirmation report	None	4 hours	<i>Bureau Director</i>
3. Acknowledge receipt of the Confirmation/Feedback Report	3.1. Record the approved Confirmation Report in the EDTMS and forward to Records Section for transmittal to the customer/client and give copy of approved report to concerned staff	None	30 minutes	<i>Administrative Staff</i>
Total			11 days	

2. Technical Assistance Along Social Technology Development or Sectoral Concerns

Office or Division:	Social Technology Bureau (STB)			
Description:	The Social Technology Bureau provides technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.			
Legal Reference:	DSWD Administrative Order No 14, Series of 2018, Omnibus Guidelines on Social Technology Development Process ARTA Memorandum Circular No. 2020-03 Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to CoronaVirus Disease 2019 (COVID-19) Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine			
Process Owner:	Research and Design Division (RDD) Pilot Implementation Division (PID) Promotion and Institutionalization Division (PaID)			
Input Document:	Request Letter			
Output Document:	Reply Letter			
Classification:	COMPLEX			
Types of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			From the requesting LGU, NGO or NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for technical assistance and provide the details of the TA being requested from the bureau.	1. Receives the Request for TA and records in the Electronic Data Tracking Management System EDTMS and forward the document/email to the Office of the Director.	None	30 minutes	<i>Administrative Staff</i>
	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request.	None	4 hours	<i>Bureau Director</i>
	1.3. Record the note of the Bureau Director and forward the document/email to the concerned division.	None	30 minutes	<i>Administrative Staff</i>

	1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned	None	2 hours	<i>Division Chief</i>
	1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.	None	3 working days	<i>SWO IV/SWO III/PDO III</i>
	1.5. Review and approve the official reply and its attachments. Forward the documents through email	None	2 hours	<i>Division Chief</i>

	to the administrative staff.			
	1.6. Record the document/email to the EDTMS and forward it to the Head of Office for review/signature.	None	30 minutes	<i>Administrative Staff</i>
	1.7. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.	None	2 hours	<i>Bureau Director</i>
	1.8. Record the signed document in the EDTMS. Send the reply to the requesting office, either via email or courier.	None	1 hour	<i>Administrative Staff</i>
Receive the reply from STB and provide feedback, either through filling out of the customer satisfaction survey or sending an official acknowledge	2.1. Receive the accomplished form or the acknowledgment letter and record the document in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>

ment letter to the document through email.				
Total			4 days, 5 hours	

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

Office or Division:	Social Technology Bureau
Description:	The Social Technology Bureau provides data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data sector, and other knowledge products such as manual, training modules on Social Technologies.
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order No 14, Series of 2018, Omnibus Guidelines on Social Technology Development Process</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p> <p>DSWD Administrative Order 20 Series of 2018</p>
Process Owner:	Promotion and Institutionalization Division
Input Document:	Request Letter
Output Document:	Reply Letter with data/information
Classification:	COMPLEX
Types of Transaction:	<p>G2G – Government to Government</p> <p>G2C – Government to Citizens</p>

Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request, Template of data requirement (if any)		From the requesting NGAs, LGUs or CSOs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. For Local Government Units (LGUs) send requests for data, information, or knowledge products on completed Social Technologies to DSWD Field Office for onward submission to DSWD-Social Technology Bureau.</p> <p>For National Government Agencies (NGAs, DSWD-Offices, Bureaus, Services, Units (OBSUs), Academe, and Non-Government Organizations (NGOs) send requests to DSWD-Social Technology Bureau.</p> <p>All requests shall be sent via email to soctech@dswd.gov.ph.</p>	1.1. Receive and record in the EDTMS the request and endorse the document to the Office of the Director	None	30 minutes	<i>Administrative Staff</i>	
None	1.2. Assess the request, provide instruction, and forward to the Administrative Staff for recording of instructions.	None	4 hours	<i>Bureau Director</i>	

None	1.3. Record the note of the Bureau Director and forward the document to the Bureau's Information Officer.	None	30 minutes	<i>Administrative Staff</i>
None	1.4. Review the request, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction	None	4 hours	<i>Bureau's Information Officer/Division Chief</i>
None	1.5. Record the instruction of the Bureau's Information Officer / Division Chief in the EDTMS	None	1 hour	<i>Administrative Assistant</i>
None	1.6. Follow the instruction of the Bureau Director and Bureau's Information Officer / Division Chief, review the request and coordinate with the requesting party if necessary, ensure that data to be shared are compliant with the Data Privacy Act (DPA), and prepare an official reply to	None	3 working days	<i>SWO III / PDO III</i>

	the requesting party.			
None	1.7. Review and approve the official reply and its attachments. Forward the documents to the administrative staff for recording in the EDTMS	None	2 hours	Division Chief
None	1.8. Record the document to the EDTMS and forward it to the Head of Office for review/ signature.	None	30 minutes	<i>Administrative Staff</i>
None	1.9. Review and sign the document and forward it to Administrative Staff.	None	2 hours	<i>Bureau Director</i>
None	1.10. Record the document in the EDTMS and email to the requesting to the requesting Office.	None	20 minutes	<i>Outgoing Administrative Staff</i>
TOTAL			7 days, 3 hours	

Policy Development and Planning Bureau (PDPB) External Services

1. Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients

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

Office or Division	Policy Development and Planning Bureau (PDPB) – Research and Evaluation Division (RED)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	Internal researcher e.g. DSWD personnel researching to pursue higher academic education, and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers who intend to conduct research studies related to or involve the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request • Research Request Form (Annex C) • Research Brief (Annex D) and • Research Instruments 		Policy Development and Planning Bureau		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated	1. Give the logbook to the researcher and	None	2 Minutes	Administrative staff

administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	request to fill out the details.			
2. Submit the required documents 2.1. Fill up the <i>Research Request form (Annex C)</i> and <i>Research Brief (Annex D)</i>	2. Receive request 2.1. Receive the required documents and endorse it to RED Division Chief or OIC or Officer of the day 2.2. Furnish researcher with a receiving copy of the request letter. 2.3. Concurrently, encode the details from the logbook in the inventory of research requests. 2.4. Assign the request to available RED Technical Staff based on focal e.g. sector/OBSUs/Field Offices 2.5. Assess the research request if the request shall undergo protocol using the <i>Checklist for</i>	None	1 Minute 2 Minutes 5 Minutes 5 Minutes 10 minutes	Administrative staff Administrative staff Administrative staff RED Division Chief or OIC RED Technical Staff

	<p><i>Reviewing Research Request</i></p> <p>2.5.1. For requests that need not go through the protocol – Endorse researcher to the concerned DSWD OBSUs</p> <p>2.5.2. For requests that need to go through the protocol proceed to the next step</p> <p>2.6. Review submitted documents as to completeness. Assist the researcher in the completion of documentary requirements and provide orientation on the research protocol if needed.</p> <p>2.7. Request the researcher to fill up the <i>Researcher's Feedback Form</i>.</p>		15 minutes	<p>RED Technical Staff</p> <p>RED Technical Staff</p> <p>RED Technical Staff</p>
3. Fill up the <i>Researcher's Feedback Form (Annex J)</i> .	<p>3. Collect the accomplished form</p> <p>3.1. Review and assess the research request in consultation with the concerned</p>	None	<p>1 Minute</p> <p>5 Days</p>	RED Technical Staff

	<p>OBSUs. Attached Agencies and Field Offices.</p> <p>3.2. Consolidate comments/inputs from other offices</p> <p>3.3. To recommend Approval?</p> <p>3.3.1. Yes – prepare a recommendation for approval using the sample recommendation template for review and initial of the RED Division Chief.</p> <p>3.3.2. No – Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p> <p>Researchers may seek advice from PDPB-RED on the results of the review. Researchers</p>			<p>RED Technical Staff</p> <p>RED Technical Staff</p>
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	<p>may seek advice from PDPB-RED on the results of the review.</p> <p>3.3.3. Researchers may re-submit their revised research request (i.e. brief, tools, etc.) based on the recommendations of the concerned DSWD offices.</p> <p>3.4. PDPB Director to approve/disapprove the request based on recommendations</p> <p>Approved?</p> <p>3.4.1. Yes - Inform researcher and endorse him/her/them to the concerned OBSUs/FOs</p> <p>3.4.2. No - Coordinate with researcher regarding the decision</p> <p>Researchers may seek advice from</p>			<p>PDPB Director</p> <p>RED Technical Staff</p>
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	PDPB-RED on the results of the review. 3.5. If pursuing a research request, go back to Step 2.10.3 3.6. In case of denial of data request either in full or in part, the requesting party shall be informed. The grounds for denial shall be clearly explained.			
4. Coordinate with the concerned office where the research request was endorsed	4. Assist the researcher in matters related to the conduct of data-gathering activities	None	1 Day	Field Office - Planning Unit or OBS or RED Technical Staff
	Total	None	7 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researcher/s or data users are requested to fill up a feedback form to be provided by PDPB to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	The paper-based feedback forms are collected and encoded to the online form. Responses are analyzed and will form part of the client satisfaction survey report. The recommendations from the researchers are considered to improve service delivery.

How to file a complaint	<p>Currently, there's no formal process for complaints. But feedback/remarks, including complaints, are coursed through the assigned staff's email.</p> <p>In case of an appeal, the researcher may file a written appeal within ten (10) working days from receipt of the notice.</p>
How complaints are processed	RED Technical Staff to receive the appeal and endorse recommendation with RED Division Chief's initials to PDPB Director. An official response letter will be communicated to the researcher informing of the decision.
Contact information of CBB, PCC, ARTA	

Office	Address	Contact Information
Policy Development and Planning Bureau – Research and Evaluation Division	3 rd floor, Matapat Bldg., DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 317

2. Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients (Field Office)

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation e.g. face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research in which target respondents covering one (1) region shall seek the approval of the Regional Director. Research requests must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Field Office - Policy Development and Planning Section
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Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	Internal researcher e.g. DSWD personnel researching to pursue higher academic education, and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers who intend to conduct research studies related to or involve the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request • Research Request Form (Annex C) • Research Brief (Annex D) and • Research Instruments 		Field Office - Policy Development and Planning Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to the researcher and request to fill out the details.	None	2 Minutes	Administrative staff

<p>2. Submit the required documents</p> <p>2.1. Fill up the <i>Research Request form (Annex C)</i> and <i>Research Brief (Annex D)</i></p>	<p>2. Receive request</p> <p>2.1. Receive the required documents and endorse it to PDPS Head or OIC or Officer of the day</p> <p>2.2. Furnish researcher with a receiving copy of the request letter.</p> <p>2.3. Concurrently, encode the details from the logbook in the inventory of research requests.</p> <p>2.4. Assign the request to available PDPS Technical Staff (research focal)</p> <p>2.5. Assess the research request if the request shall undergo protocol using the <i>Checklist for Reviewing Research Request</i></p> <p>2.5.1. For requests that need not go through the protocol – Endorse researcher to the concerned Section/Unit</p> <p>2.5.2. For requests that need to go through the protocol proceed to the next step</p> <p>2.6. Review submitted documents as to completeness. Assist the researcher in the completion of documentary</p>	<p>None</p>	<p>1 Minute</p> <p>2 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Administrative staff</p> <p>Administrative staff</p> <p>Administrative staff</p> <p>Section Head or OIC</p> <p>PDPS Technical Staff</p> <p>PDPS Technical Staff</p> <p>PDPS Technical Staff</p>
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	<p>requirements and provide orientation on the research protocol if needed.</p> <p>2.7. Request the researcher to fill up the <i>Researcher's Feedback Form</i>.</p>			<p>PDPS Technical Staff</p>
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<p>3. Fill up the <i>Researcher's Feedback Form</i> (Annex J).</p>	<p>3. Collect the accomplished form</p> <p>3.1. Review and assess the research request in consultation with the concerned Section/Unit/Center/Institution.</p> <p>3.2. Consolidate comments/inputs from other offices</p> <p>3.3. To recommend Approval?</p> <p>3.3.1. Yes – prepare a recommendation for approval using the sample recommendation template for review and initial of the PDPS Head.</p> <p>3.3.2. No – Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p> <p>Researchers may seek advice from PDPS on the results of the review.</p> <p>3.3.3. Researchers may re-submit their revised research request (i.e. brief,</p>	<p>None</p>	<p>1 Minute</p> <p>5 Days</p>	<p>PDPS Technical Staff</p> <p>PDPS Technical Staff</p> <p>PDPS Technical Staff</p>
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	<p>tools, etc.) based on the recommendations of the concerned DSWD offices.</p> <p>3.4. Regional Director to approve/ disapprove the request based on recommendations</p> <p>Approved?</p> <p>3.4.1. Yes - Inform researcher and endorse him/her/them to the concerned Office/Center/Institution</p> <p>3.4.2. No - Coordinate with researcher regarding the decision</p> <p>Researchers may seek advice from PDPS on the results of the review.</p> <p>3.5. If pursuing a research request, go back to Step 2.10.3</p> <p>3.6. In case of denial of data request either in full or in part, the requesting party shall be informed. The grounds for denial shall be clearly explained.</p>			<p>Regional Director</p> <p>PDPS Technical Staff</p>
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4. Coordinate with the concerned office where the research request was endorsed	4. Assist the researcher in matters related to the conduct of data-gathering activities	None	1 Day	Center/ Institution, PDPS Technical Staff
	Total	None	7 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researcher/s or data users are requested to fill up a feedback form to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	The paper-based feedback forms are collected and encoded to the online form. Responses are analyzed and will form part of the client satisfaction survey report. The recommendations from the researchers are considered to improve service delivery.
How to file a complaint	Currently, there's no formal process for complaints. But feedback/remarks, including complaints, are coursed through the assigned staff's email. In case of an appeal, the researcher may file a written appeal within ten (10) working days from receipt of the notice.
How complaints are processed	In case of an appeal, PDPS Technical Staff to receive the appeal and endorse recommendation with PDPS Head initials to Regional Director. An official response letter will be communicated to the researcher informing of the decision.
Contact information of CBB, PCC, ARTA	

3. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy Development and Planning Bureau (PDPB) – Planning and Monitoring Division (PMD)
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students,

		academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Policy Development and Planning Bureau (PDPB) – Planning and Monitoring Division (PMD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	a. Give the logbook to researcher	None	2 Minutes	Administrative staff
2. Submit the required document	2.1. Receive the required documents and endorse it to PMD Division Chief or OIC or Officer of the day 2.2. Encode the details from the logbook in the inventory of data request. 2.3. Assign the request to available PMD Technical Staff based on focals e.g. sector/OBSUs	None	1 Minute 3 Minutes 3 Minutes 3 Minutes	Administrative Staff Administrative Staff PMD Chief/Officer-in-Charge

	<p>2.4. Assess the needed data /information if the data requested are available within the PDPB.</p> <p>2.5. Provide the needed data /information if the requested data is available within the PDPB.</p> <p>2.6. If data is available in other DSWD Offices/Bureaus/Sections/Units (OBSUs), PMD Technical Staff will prepare an official communication to the concerned OBs/Unit/Division using prescribed endorsement.</p> <ul style="list-style-type: none"> • <i>For single data</i> • <i>For multiple data</i> <p><i>*The researcher shall be informed that the requested data will be sent through his/her email address instead</i></p> <p>2.7. However, if the data/statistics are not available in DSWD, the researcher shall be informed for other sources of requested data.</p> <p>2.8. In case of denial of data request either in full or in part, the requesting party shall be informed and</p>		<p>1 Day 3 Days</p>	<p>PMD Technical Staff</p> <p>PMD Technical Staff</p>
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	explain the grounds and reasons for such.			
3. Fill up the <i>Researcher's Feedback Form</i>	3. Collect the accomplished form.	None	3 Minutes	PMD Technical Staff
	Total	None	1-3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researcher/s or data users are requested to fill up feedback form to be provided by PDPB for the purpose of monitoring the implementation of the research protocol. The feedback form shall be accomplished after the request has been provided.
How feedbacks are processed	Feedbacks are being monitored and consolidated by the assigned PMD staff for further enhancement of data processing and service delivery
How to file a complaint	Currently, there's no formal process for complaints. But feedback/remarks, including complaints, are coursed through the assigned staff's email.
How complaints are processed	
Contact information of CBB, PCC, ARTA	

Office	Address	Contact Information
DSWD-PDPB Planning and Monitoring Division	DSWD Central Office Batasan Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 317

4. Obtaining Social Welfare and Development (SWD) Data and Information (Field Office)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Field Office - Policy Development and Planning Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current

		and secondary SWD data and statistics from the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Field Office - Policy Development and Planning Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
2. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	a. Give the logbook to researcher	None	2 Minutes	Administrative staff
3. Submit the required document	3.1. Receive the required documents and endorse it to PDPS Head or OIC or Officer of the day	None	1 Minute	Administrative Staff
	3.2. Encode the details from the logbook in the inventory of data request.		3 Minutes	Administrative Staff
	3.3. Assign the request to available PDPS Technical Staff research focal		3 Minutes	PMD Chief/Officer-in-Charge
	3.4. Assess the needed data /information if		3 Minutes	PMD Technical Staff

	<p>the data requested are available within the PDPS.</p> <p>3.5. Provide the needed data /information if the requested data is available within the PDPS.</p> <p>3.6. If data is available in other FO Sections/Units , PDPS Technical Staff will prepare an official communication to the concerned Section/Unit using prescribed endorsement.</p> <ul style="list-style-type: none"> • For single data • For multiple data <p><i>*The researcher shall be informed that the requested data will be sent through his/her email address instead</i></p> <p>3.7. However, if the data/statistics</p>		<p>1 Day</p> <p>3 Days</p>	
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	<p>are not available in DSWD, the researcher shall be informed for other sources of requested data.</p> <p>3.8. In case of denial of data request either in full or in part, the requesting party shall be informed and explain the grounds and reasons for such.</p>			
4. Fill up the <i>Researcher's Feedback Form</i>	4. Collect the accomplished form.	None	3 Minutes	PMD Technical Staff
	Total	None	1-3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researcher/s or data users are requested to fill up feedback form to be provided by PDPS for the purpose of monitoring the implementation of the research protocol. The feedback form shall be accomplished after the request has been provided.
How feedbacks are processed	Feedbacks are being monitored and consolidated by the assigned PDPS staff for further enhancement of data processing and service delivery

How to file a complaint	Currently, there's no formal process for complaints. But feedback/remarks, including complaints, are coursed through the assigned staff's email.
How complaints are processed	
Contact information of CBB, PCC, ARTA	

Office	Address	Contact Information
DSWD-PDPB Planning and Monitoring Division	DSWD Central Office Batasan Complex, Constitution Hills, Quezon City	Landline: 8951-7120 Trunkline: 8931-8101 loc 317 and 317

5. Walk-in Name Matching Process

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

Office or Division:	National Household Targeting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form 2. Valid Identification Card/Proof of Identity		National Household Targeting Office – Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1.The Administrative Unit receives and records the request in the e-DTMS (DSWD Document Tracking Management System). The request is forwarded to the Project Development Officer (PDO) of the Advocacy and Capacity Building Section (ACBS) for remarks.	None	5 minutes	<i>Administrative Assistant III</i> Administrative Unit

	2.The PDO of the ACBS and / or the Operations regional monitor concerned will interview the client to assess if the request is valid or necessary.	None	10 minutes	<i>Project Development Officer III</i> Advocacy and Capacity Building Section
	3.The Data Processing Section will process the request .	None	5 minutes	Data Processing Section
	4.The CSV results file from the Manual Verification will be forwarded to The IT-DPS 5.Section Head for review, archiving, and endorsement to the PDO of the ACBS.	None	5 minutes	Data Processing Section Head
6.Receive Name Matching Result	6.The result of name matching will be presented by the PDO of the ACBS and / or the Operations regional monitor concerned	None	5 minutes	<i>Project Development Officer III</i> Advocacy and Capacity Building Section
TOTAL:		None	530 minutes	

National Household Targeting Office (NHTO) External Services

1. Data Sharing - Name Matching Process

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

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating reasons for name-matching) 2.Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3.Electronic copy of the names to be matched 4.Memorandum of Agreement 5.Physical Setup Certification and Organizational, Technical, and Security Setup Certification 6.Designated Data Protection Officer (DPO) 7.Valid Proof of Identities of the agency head and DPO		NHTO Advocacy and Capacity Building Section and IT Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	1.The Administrative Division receives and records the request in the e-DTMS (DSWD Document Tracking	None	5 minutes	<i>Administrative Assistant III</i> Administrative Unit

	<p><i>Management System).</i></p> <p>1.2.The request is forwarded to the Director for approval.</p> <p>1.3.The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>			
	2.The Director will decide if the request is for processing or not. The request is forwarded to the Operations Division Chief.	None	2 hours	Office of the Director
	3.Operations Division Chief will endorse the request to the Advocacy and Capacity Building Section.	None	10 minutes	<i>Operations Division Chief</i> Operations Division
	4.Advocacy and Capacity Building Section will inform	None	10 minutes	<i>Project Development Officer III</i> ACBS

	the requesting party on the approval/disapproval of the data request. If approved, the orientation will be scheduled including preparation of documentary requirements for submission.			
5.Requesting Party will attend the scheduled orientation with the ACBS.	5.Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	Advocacy and Capacity Building Section
6.Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the Advocacy and Capacity Building Section	6.1 Review of submitted documentary requirements including MOA 6.2 Scheduling of Inspection Meeting	None	2 hours	Advocacy and Capacity Building Section <i>IT Division Chief</i> IT Division
7.Requesting party will present their IT facilities to the NHTO Inspection Team.	7.Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and	None	1 day	IT Inspection Team

	Organizational, Technical and Security Setup Certification)			
	8.Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>Director</i>
	9.Data Protection Officer will assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>
	10.Office of the Secretary will review and sign the MOA. The MOA will be endorsed to the NHTO for data processing.		3 days	DSWD Office of the Secretary
	11.The approved request is endorsed to the Data Processing Section Head to assess if the attached electronic copy of names is in accordance with	None	1 hour	<i>Data Processing Section Head</i> Data Processing Section

	<p>the template required.</p> <p>11.1.The Data Processing Head shall inform the Administrative Unit of the schedule of release of the results.</p>			
	<p>12.Dependent on the volume or number of names to be matched, the Data Processing Section will process the request on set deadline.</p>	None	30 days (maximum 500,000 names)	Data Processing Section
	<p>13.The result of name matching is forwarded to Quality Management Section (QMS) for review.</p>	None	3 days	Quality Management Section
	<p>14.1.The DPS head will secure the data by adding password protection to the file.</p> <p>14.2.After securing the data, the DPS Head will prepare Data Release Form</p>	None	1 hour	<i>Data Processing Section Head</i> Data Processing Section

	<p>(DRF), draft memo reply and burn results in a compact disc(CD).</p> <p>14.3.The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief.</p> <p>14.4.The IT Division Chief will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Section.</p>			
	15.The Director will sign the endorsement.	None	1 hour	Office of the Director
	16.The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
17.Call NHTO Office	17.Upon receiving the result from	None	5 minutes	Data Processing Section

	NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.			
Total:		None	38 days, 12 hrs, 10 minutes	
*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.				

2. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Office				
Classification:	Highly Technical				
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),				
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. Letter of Request (indicating reasons for name-matching) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the names to be matched 4. Memorandum of Agreement </td><td>NHTO Advocacy and Capacity Building Section and IT Division Office</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of Request (indicating reasons for name-matching) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the names to be matched 4. Memorandum of Agreement	NHTO Advocacy and Capacity Building Section and IT Division Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter of Request (indicating reasons for name-matching) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the names to be matched 4. Memorandum of Agreement	NHTO Advocacy and Capacity Building Section and IT Division Office				

5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification 6. Designated Data Protection Officer (DPO) 7. Valid Proof of Identities of the agency head and DPO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of names for name matching to NHTO.	1.1. Administrative Division receives and records the request in the DTMS (<i>DSWD Document Tracking Management System</i>). The request is forwarded to the Director for approval. 1.2. Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.	None	5 minutes	Administrative Unit
	2. Director will decide if the request is for processing or not. The request is forwarded to the Operations Division Chief.	None	4 hours	Office of the Director

	3.The Operations Division Chief will endorse the request to the Advocacy and Capacity Building Section.	None	10 minutes	<i>Division Chief</i> Operations Division
	4.Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled including preparation of documentary requirements for submission.	None	30 minutes	<i>PDO III</i> Advocacy and Capacity Building Section
5.Requesting Party will attend the scheduled orientation with the ACBS.	5.Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	Advocacy and Capacity Building Section
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the Advocacy and Capacity Building Section for review on completeness	6.1 Review of submitted documentary requirements including MOA 6.2 Scheduling of Inspection Meeting	None	2 hours	Advocacy and Capacity Building Section <i>Division Chief</i> IT Division
7.Requesting party will present their IT	7.Inspection of IT facilities of the requesting party and	None	1 day	IT Inspection Team

facilities to the NHTO Inspection Team.	issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)			
	8.Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer.	None	2 hours	<i>Director</i>
	9.Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	DSWD DPO
	10.Office of the Secretary will review the MOA. Once signed, the MOA will be endorsed to the NHTO for data processing.		3 days	Office of the Secretary

	11.Data Processing Section will process the request.	None	3 days	Data Processing Section
	12.The result of data generation is forwarded to Quality Management Section (QMS) for review.	None	1 day	Quality Management Section
	13.1 The DPS head will secure the data by adding password protection to the file. 13.2 .After securing the data, the DPS Head will prepare data release form, draft memo reply and burn results in a compact disc (CD). 13.3 The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief for finalization and signature.	None	1 day	<i>Data Processing Section Head</i> Data Processing Section
	14.The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
15.Call NHTO for retrieval of password.	15.Upon receiving the result from NHTO, the	None	5 minutes	Data Processing Section

	requesting party will contact (thru phone) DPS for the password of the file.			
Total: *with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.		None	10 days, 10 hrs, 55 minutes	

3. Data Sharing - Statistics/Raw Data Request

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

Office or Division:	NHTO – Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. The Administrative Division receives and records the request in the e-DTMS(<i>DSWD Document Tracking Management System</i>). The request is forwarded to the	None	10 minutes	Administrative Unit

	Office of the Director.			
	2.The Office of the Director receives the letter of request and shall endorse the letter to the Statistics section.	None	5 hours	Office of the Director
	3. The Head Statistician shall review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Head Statistician will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database. b. <i>Clear</i> – Endorse to the Associates Statisticians for data generation.	None	5 hours	<i>Head Statistician</i> Operations Section

	4. The Associate Statisticians shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.	None	1 day	<i>Associate Statisticians</i> Operations Section
	5. The generated statistical/ raw data shall be submitted to the Head Statistician for review. If the statistical/ raw data is: a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Statisticians for revisions. b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the Division Chief.	None	5 hours	<i>Head Statistician</i> Operations Section
	6. The Division Chief shall endorse the facilitated data request to the	None	5 hours	<i>Division Chief</i> Operations Division

	NHTO Director for approval and release.			
	<p>7. The NHTO Director shall further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.</p>	None	5 hours	Office of the Director
8.Receive the data requested	8. Administrative Unit will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	Administrative Unit
Total:		None	2 days, 1 hour, 20 minutes	

Social Marketing Service (SMS) External Services

1. Facilitation of Media Interview

Office or Division:	Public Affairs and Advocacy Division			
Classification:	Simple			
Type of Transaction:	Public to Government			
Who may avail:	Media Institutions/ Media Practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Media Interview on regular topic (except for hot issues)		Requesting Media Institution/Media Practitioner		
1. Client submits request for media interview through email, text message, or through telephone call	SMS Director endorses request to PAAD Division Chief	None	3 minutes	SMS Director
	PAAD Division Chief (DC) assigns request to PAAD Technical Staff (TS)	N/A	5 minutes	PAAD Division Chief (DC)
	TS sends required Media Enquiry Form to requesting media institution/media person	N/A	10 minutes	PAAS Technical Staff
	TS prepares briefers, conducts research based on guide questions, in coordination with focal program person of concerned OBSU and with previously approved briefers as reference	N/A	4 hours	PAAD TS
	DC reviews the draft briefier submitted by TS; returns to TS with suggested inputs	N/A	2 hours	PAAD DC
	TS inputs comments; returns revised draft briefier to DC	N/A	2 hours	PAAD TS

	If there is no further comment, DC endorses draft briefer to SMS Director for review	N/A	3 minutes	PAAD DC
	If there are comments, Director returns draft document to DC for revision	N/A	3 hours	SMS Director
	DC returns draft to SMS Director	N/A	5 minutes	PAAD DC
	If there is no further comments, SMS dir. endorses draft briefer to Office of Assistant Secretary for OSEC Concerns (OAS-OSEC)	N/A	15 minutes	SMS Director
	Returns draft briefer to SMS with recommended revisions	N/A	1 day	Office of the Assistant Secretary for OSEC Concerns
	Submits revised briefer to SMS director for review	N/A	1 hour	PAAD DC
	Endorses revised briefer to Office of the Assistant Secretary for OSEC Concerns	N/A	30 minutes	SMS Director
	If no further comments, endorses briefer to Office of the	N/A	30 minutes	Office of the Assistant Secretary

	Undersecretary for Social Welfare and Development for approval			for OSEC Concerns
	OAS-OSEC returns draft briefer to SMS with recommended revisions	N/A	1 day	Office of Assistant Secretary for OSEC Concerns
	PAAD submits revised briefer to SMS director for review	N/A	1 hour	PAAD DC
	SMS director endorses revised briefer to OASOSEC	N/A	15 minutes	SMS Director
	If no further comments, OASOSEC endorses briefer to Office of the Undersecretary for Social Welfare and Development for approval	N/A	30 minutes	Office of Assistant Secretary for OSEC Concerns
	If no further comments, Office of the Undersecretary for Social Welfare and Development approves the Briefer	N/A	1 hour	Office of the Undersecretary for Social Welfare and Development PAAD TS
	SMS coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking	N/A	20 minutes	

	head identified by the Secretary			
Total:		None	2 days, 6 hours and 18 minutes	

**National Resource and Logistics Management Bureau
(NRLMB)
External Services**

1. Local In-Kind Donations Facilitations

Office or Division:	DSWD National Resource and Logistics Management Bureau			
Classification:				
Type of Transaction:				
Who may avail:	Individual Donors, Groups, Organizations, and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed list of items for donation (to be provided by donor) 2. Purpose of donation (to be indicated by donor) 3. Donor information and contact details (to be provided by donor)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to designated donations facility	Lead donor to the designated officer	None	5 minutes	NROC Security Officer
3. Provide details of donation/s to the Donations Facilitation Officer/s, or the NROC Receiving Officer/s, with the following information: a. Name of Donor/Organization b. Contact details c. List of item/s to donate including nominal value / expiry dates d. Purpose of Donation	Record the details provided by the Donor/s.	None	10 minutes	Donations Facilitation Officer / NROC Receiving Officer

4. Present the donation/s to the assisting officer and stand witness to the full inspection.	Conduct visual inspection to determine whether to accept or reject the donation/s	None	5 minutes	Donations Facilitation Officer / NROC Receiving Officer
	Conduct expiry inspection to determine whether to accept or reject the donation/s		60 minutes	
5. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting Officer.	Record accepted items in the inventory and provide feedback form to the donor/s.	None	15 minutes	Donations Facilitation Officer / NROC Receiving Officer
	Issue Acknowledgement Receipt		10 minutes	
Total:		None	105 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Your feedback is highly important to us. You may send them through email at nrlmb@dswd.gov.ph or message us at the NRLMB page.</p> <p>You may also opt to request for a feedback form from the NROC Security Guard and drop them on our drop boxes located at the NRLMB entrance gate.</p>
How feedback is processed	The feedback forms are designed to analyze the performance of NRLMB as a service provider and are consolidated, reviewed, and endorsed for the bureau's continuous improvement.
How to file a complaint	Send complaints through email at nrlmb@dswd.gov.ph or message us at the NRLMB page
How complaints are processed	Resolution on the complaints will be worked on within 7 working days and the complainants shall be informed of its progress.

Contact information of NRLMB

Phone: (+632) 8 8528081

Phone: (+632) 8 8512681

Email : nrlmb@dswd.gov.ph

Disaster Response Management Bureau (DRMB) External Services

DSWD Disaster Data Request Processing

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

Office or Division:	Disaster Response Management Bureau – Disaster Response Operations Monitoring and Information Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Researchers, Non-Government Organizations, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request for information		NA		
One (1) valid proof of identification		BIR		
For request made through email, a scanned copy of the request letter and proof of identification must be attached		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with complete details and information together with	Review and assess request for information.	None	15 minutes	DROMIC Technical Staff

one (1) valid proof of identification				
	If the Bureau cannot provide the data being requested, a reply letter must be forwarded informing the client that the Bureau does not have the data being requested.	None	2 days	DROMIC Technical Staff
	If the data being requested is not readily available, send a reply letter informing the client of the time required in processing the request.	None	2 days	DROMIC Technical Staff
	If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested.	None	4 days	DROMIC Technical Staff
	If more time is needed to process request, undertake necessary action to generate data. Send a reply letter providing the client with	None	6 days	DROMIC Technical Staff

	the data being requested.			
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Program Management Bureau (PMB) External Services

1. Assistance to Individual in Crisis Situations (AICS)

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

The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen
Who may avail:	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Transportation Assistance	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Hospital bill	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.

3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Medicine/ Assistive Device	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician	Attending Physician from a hospital/clinic
3. Any valid identification card	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Requests	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic

4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Any valid identification card	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Burial Assistance for Transfer of Cadaver	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
6. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
2. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
4. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
Educational Assistance	
1. Validated School ID and Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)

2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not be available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Food Assistance for Individuals and Families	
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
For Individuals and Families Endorsed in Groups: 2. Project proposal and Food Distribution List	Local Government Unit / or Head of the Residential Care Facility
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
Cash Assistance for Other Support Services	
1. Validated School ID and Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire -Passport, Travel Document/s, certification from OWWA or the Barangay -Certification from social worker or Case manager from rescued clients. - Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.	
2. For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.	From the Barangay where the client is presently residing.
PROVISION OF PPE	
1. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction	Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as the case may be

Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Queue number	1.1 Issuance Of Queue Of Number	None	3 minutes for new client	CIU Administrative Staff

2.Screening of documents, Interview, Assessment and recommendation	<p>2.1 CIU Social Worker will check the presented requirements if the documents are complete; the client will be interviewed and assessed</p> <p>2.2 If the documents are not complete the client will be asked to comply.</p> <p>2.3 Encoding of the client and beneficiary's Information and family's composition in online Spread Sheet and CRiMS.</p> <p>2.4 Probing interview</p> <p>2.5 Assessment will be conducted by the social worker based on interview, social case study report and presented documents needed for the requested assistance.</p> <p>2.6 Recommended assistance warranted per social worker assessment.</p>	None	30 minutes	CIU Social Worker
3. Review and Approval of the Officer in charge to the Social Workers recommendation of assistance needed.	3.1 OIC will Check and review of the completion and assessment and recommendation of the worker	None	5 minutes	CIU-officer in Charge
4.Release of Assistance a. Cash out right (Php 10,000 and below)	<p>a.1) Photocopy the documents.</p> <p>a.2) CIU Admin will accompany client to the</p>	None	5minutes	CIU Admin & Disbursing Officer, FMS

b. Guarantee Letter addressed to the Service Provider Php 50,000.00 below)	FMS. a.3) FMS will release the assistance.			
	b.1) CIU Admin will prepare the guarantee letter.		5minutes	CIU Admin Staff
	b.2) Reviewed and approved by the Approving officer in Charge.		5 minutes	Chief, CID
	b.3 Admin will release the guarantee letter.		3 minutes	CIU Admin Staff

Guarantee Letter Transactions within 1-3 Working days				
Process	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Queue number	1.1 Issuance Of Queue Of Number	None	3 minutes for new client	CIU Administrative Staff
2.Screening of documents, Interview, Assessment and recommendation	2.1 CIU Social Worker will check the presented requirements if the documents are complete; the client will be interviewed and assessed 2.2 If the documents are not complete the client will be asked to comply. 2.3 Encoding of the client and beneficiary's Information and family's composition in online Spread Sheet and CRiMS.	None	30 minutes	CIU Social Worker

	2.4 Probing interview 2.5 Assessment will be conducted by the social worker based on interview, social case study report and presented documents needed for the requested assistance. 2.6 Recommended assistance warranted per social worker assessment.			
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3. . Review and Approval of the Officer in charge to the Social Workers recommendation of assistance needed.	OIC will Check and review of the completion and assessment and recommendation of the worker. Signatory of Guarantee Letter: 1. Php20,001.00 to Php50,000.00 2. Php50,001.00 to Php75,000.00 3. Php75,001.00 to Php100,000.00 4. Php100,001.00 to Php150,000.00 5. Php150,000.00 and above	None	10 minutes	CIU-officer in Charge
			10 minutes	Chief, CID Bureau Director Assistance Secretary for Statutory Undersecretary for Operations Secretary
4. Release of Assistance	1. CIU Admin Staff will text/call the client of the approved guarantee letter. 2. CIU Admin Staff will release the approved guarantee letter.	None	1-3 days	a. Disbursing Officer, FMS b. CIU Admin Staff

Referral to Field Offices and Other Agencies (CRCF) for Temporary Shelter

Office or Division:	Crisis Intervention Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen			
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter (With name, age, address and contact details of the subject client)		Crisis Intervention Unit (CIU) Social Welfare Officer		
2. Social Case Study Report / Case Summary of the Client.		DSWD Social Worker/ LGU or Medical Social Worker.		
3. Any valid identification card / Police Blotter if no identification card		Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others) or may be provided by the Police Station.		
4. Medical Certificate		DSWD Physician and any government hospital .		
5. Barangay Certificate/ Certificate of Residency		From the Barangay where the client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral Letter	1.1) Interviewing and assessing client's needs. 1.2) Coordinate with the Regional Office / Office Bureau Service Unit and other Agencies 1.3) Provided Referral Letter (Social Welfare Officer	None	1 day	Social Welfare Officer/ CIU-Head/ Chief, CID/Bureau Director

	will be provided a complete task work.)			
2. Feedback to the Referring Party	1. Provided reply feedback to the referring party.	None	1 – 3 Days	Social Welfare Officer

Referral to OBSUs for other services of the Department that the client may avail

Office or Division:	Crisis Intervention Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen			
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter (with name, age, address and contact details of the subject client of the referral letter.)		Head of the Service Unit /Chief, CID/ Director, Program Management Bureau		
2. Social Case Study Report / Case Summary of the Client.		Crisis Intervention Unit (CIU) Social Welfare Officer		
3. Other documents (Please refer to AICS Citizen's Charter)		Documents of the clients secured from other offices shall be attached to the Referral Letter.		
4. Any valid identification card / Police Blotter if no identification card		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Referral Letter	2.1) Interviewing and assessing client's needs. 2.2) Coordinate with the Regional Office / Office Bureau Service Unit 2.3) Provide Referral Letter (Social Welfare Officer will be provided a complete task work.)	None	1 day	Social Welfare Officer/ CIU-Head/ Chief, CID/Bureau Director
3. Feedback to the Referring Party	2. Provided reply feedback to the referring party.	None	1 – 3 Days	CIU Social Welfare Officer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed through sending a letter or email to PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: a. On Programs and Services- CID will be the one replying to the complaint b. On Personnel and other outside matters- The Grievance Focal Person will be the one replying to the complaint
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.

Contact information of DSWD Program Management Bureau- Crisis Intervention Division (CID)	Tel. No. –8 951-74-33 Email address: ciu.co@dswd.gov.ph
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2. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

Office or Division:	Field Offices and Central Office -Program Management Bureau- Adoption Resource and Referral Division (PMB-ARRD)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen		
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Abandoned and Foundling children:			
1. Letter of Recommendation to the DSWD Secretary		DSWD-Regional Director	
2. Petition		Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
3. Case Study Report		Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
4. Written Certification from radio/TV station		Radio or TV station	
5. One (1) newspaper publication		Newspaper publication	
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC		Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)	
7. Returned registered mail		Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
8. Birth/Foundling Certificate Child's Profile		Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
9. Recent photograph		Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child	

	Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For surrendered Cases:	
1. Letter of Recommendation to the DSWD Secretary	DSWD-Regional Director
2. Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> 1. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.) 2. Death Certificate of Birth Parent/s (if deceased) 3. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 4. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply 	

the requirements for petition

5. Copy of marriage certificate or Certificate of No Marriage (if necessary)
6. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
7. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother)
8. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)
9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)
10. Certificate of Authority for a Notarial Act (CANA) for surrendered cases

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DSWD-Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office(LSWO)				
Upon admission of the child in DSWD-Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office(LSWO)	Abandoned/ Foundling Cases <ol style="list-style-type: none"> Secure photo of the child. Secure certified true copy of Birth Certificate from Local Civil Registrar. Conduct home visit to last known address of parent/s. Send-out letter to last known address of the parent/s. Secure police/barangay blotter. Facilitate publication in one newspaper of general circulation. Facilitate radio or tv announcement. 	No Fees	Within the 1 st to 2 nd month	DSWD-Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office social Worker
	<ol style="list-style-type: none"> Prepare Child Study Report. DSWD Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office (LSWO) endorse the Petition and supporting documents to Field Office. 	(Some of the newspaper publication, TV or radio station request for minimal fees)	On the 3 rd month	
	For Surrendered Children			

	1. Facilitate signing of Deed of Voluntary Commitment. 2. Secure certified true copy of birth certificate. 3. Conduct home visits 4. Secure whole body picture of the child 5. Prepare Case Study Report and file an application to DSWD-Field Office.	No Fees	Within the 1 st month to 3 rd month	DSWD-Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office social Worker
	For Neglected/Abuse Cases 1. Filing of Petition to the DSWD Field Office, together with the original copy of the court order re: termination of parental authority and certified true copy of other supporting documents presented in court.	No Fees	Within 3 months after the court granted the involuntary commitment	DSWD-Residential Care Facilities/Child Caring/Placing Agencies/Local Social Welfare Office social Worker
Field Office				
DSWD residential care facilities/child	For Abandoned /Dependent/	No fees		

caring/placing agencies/Local Social Welfare Office endorse the Petition and supporting documents to Field Office	Foundling Children			
	1. The Adoption Resource and Referral Unit (ARRU) shall review and examines the petition if sufficient in form and substance		3 working days	FO-ARRU social worker
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Head of Local Social Welfare Office will issue a Certificate of Posting.		5 days posting	Local Social Welfare Office
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation		5 working days	
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.		2 working days	Regional Director
				Field Office – Records Section
			3 working days	
			2 working days	
			2 working days	
			3 working days	FO-ARRU social worker
	For Surrendered Children			
	1. The ARRU shall review the Petition together with the supporting documents		2 working days	Regional Director
	2. The Regional Director shall render		2 working days	Field Office – Records Section

	<p>recommendation on the Petition</p> <p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p> <p>For Neglected/Abuse Cases</p> <p>1. The ARRU shall review the Petition together with the supporting documents</p> <p>2. The Regional Director shall render recommendation on the Petition</p> <p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>			<p>FO-ARRU social worker</p> <p>Regional Director</p> <p>Field Office – Records Section</p>
Central Office				
DSWD concerned Field Offices endorse the Petition and supporting documents to DSWD-PMB	<p>A. Program Management Bureau -PMB</p> <p>1. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review.</p> <p>2. PMB technical staff reviews the dossier for issuance of CDCLAA.</p> <p>3. Prepare Executive Summary and Endorsement to the Secretary.</p>	No fees	4 working days	<p>-PMB –ARRD Amin Staff</p> <p>-PMB-ARRD Social Worker</p> <p>-PMB-ARRD Social</p>

	<p>4. The Admin staff prints the CDCLAA (ensure that the data such as the name of the child, child's date of birth, control no., etc. is consistent in all documents).</p> <p>5. Admin. staff endorse the documents (Executive Summary, endorsement to the Secretary and printed CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review.</p> <p>6. OIC Division Chief reviews the documents and if found to be compliant, will forward to BD for approval/disapproval.</p> <p>7. ARRD Admin staff endorse the documents to BD Admin staff</p> <p>8. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.</p> <p>9. PMB Director renders decision and recommendation.</p> <p>10. Admin. staff track and endorse the documents to the Office of Undersecretary.</p>			<p>Worker</p> <p>ARRD Admin. Staff</p> <p>-ARRD Admin staff</p> <p>-OIC-DC</p> <p>-ARRD Admin staff</p> <p>-BD Admin staff Director</p> <p>-PMB Director</p>
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	B. Undersecretary level			-PMB Admin. Staff
	9.For approval of the Undersecretary for Operations Group and for endorsement to the Secretary.			
	C. Secretary level			-DSWD- Undersecretary
	10.Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)			
	11.Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if petition is meritorious.		1 working day	OSEC –Technical staff
			2 working days	DSWD-Secretary

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) -DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	-FO send reply to the concerned citizen/agencies. -DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned FO PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the Field Office/Bureau, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.
Contact information of DSWD	Tel. No. - 951-74-38

Program Management Bureau- Adoption Resource and Referral Division (ARRD)	Email address: adoption@dswd.gov.ph
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3. Travel Clearance Issuance for Minors Travelling Abroad (MTA)

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

Office or Division:	DSWD Field Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Travelling Abroad
Issuance of MTA Blue cards/ Travel Clearance Certificates	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issuance of Travel Clearance Certificate	
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	Applicant
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained

10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
<i>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from	Applicant

biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court

For Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting to the parents employment		Applicant		
2. Photocopy of Seaman's Book of Parent/s				
For Minors with alleged missing parent/s				
1.Social Case Study Report from the LSWDO where the alleged missing parent's last known address		Local Social Welfare and Development Office		
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent		Local Police or Barangay of the alleged missing parent/s last known address		
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Applicant		
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet 1.3. Issuance of the Client Satisfaction Survey Form (CSS Form)		5 minutes	Officer of the Day
2. Application	2.1 Receives Filled Up Application Form and Documentary requirements presented by the Client.		5 minutes	Social Worker
3. Screening of Application Form and documentary requirements	3.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to next Step.		5 minutes	Social Worker
4.Interview/Assess ment*	4.1 Social Worker interviews and conducts		10 minutes	Social Worker

	assessment of the application; 4.2 Recommends for the approval or disapproval of the application to the Signing Authority.			
5. Review of the Application	5.1 Approves/Disapproves the application 5.1.a. If Approved proceed to step 6 5.1.b. If Disapproved: Counseling and Explanation of reason for disapproval of application 5.2 Notify the DFA, BI PMB, DSWD-CO. 5.2.a. If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director		5 Minutes 5 Minutes 10 Minutes	Supervisor /OIC Social Worker Social Worker Social Worker
6. Payment of: Php 300.00 for 1 year validity; Php600.00 for 2 years validity	6.1 Issues Order of Payment /Billing Statement 6.2 Issues Official Receipt to the Applicant on the Payment Received 6.3 Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)	Php300.00 for 1 year validity; Php600.00 for 2 years validity	3 minutes	Social Worker/Admin Staff Cashier Social Worker/Admin Staff
7. Preparation of Travel Clearance	7.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate		10 Minutes	Social Worker/Administrative Staff
8. Approval of	8.1 Signs/Approves the		5 Minutes	Regional

the Regional Director	Application or Certificate of Exemption for Exempted applicants			Director or the Authorized Approved Signatory
9. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	9.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form		5 Minutes	Social WorkerAdministrative Staff
TOTAL		P300-600.00	1 hour and 8 minutes	

****Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is : 1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If

	necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact information of DSWD Program Management Bureau- Sectoral Programs Division (SPD)	Tel. No. – 931-91-41 Email address: psb@dswd.gov.ph

4. Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients, the families and the communities where the trafficked persons will be eventually reintegrated.

It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division:	Field Offices and Central Office -Program Management Bureau - Sectoral Programs Division Division (PMB-SPD)
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Case Management	
1. Travel documents 2. Valid ID 3. Social Case Study Report	DSWD Field Offices

Medical Assistance

1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	DSWD Field Offices
Educational Assistance	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian	DSWD Field Offices
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID	DSWD Field Offices
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	DSWD Field Offices
Financial Assistance for Livelihood	

1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
1. Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.	DSWD Field Offices
Provision of Temporary Shelter	
1. Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.	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.	1.1 Assessment of the clients need 1.2 Preparation of Case Study Report 1.3 Provision of the following assistance based on the assessments : IMMEDIATE: a. Psychosocial Counseling a. Support for victim-survivor/ Witness and	None	2-3 hours 10 working days 1-2 hours 1 week upon receipt of referral	RRPTP Social Worker

	transportation Assistance CASH : a. Medical Assistance b. Educational Assistance c. Assistance for Employment NON-CASH : f. Skills Training g. Livelihood Assistance h. Provision of temporary shelter		1 month upon receipt of referral 2 months upon receipt of referral and complete documents Right after rescued operation once cleared with Medical	SLP and RRPTP Social Worker RRPTP Social Worker and Residential Care Social Worker
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client) 2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related) b. Preparation of referral letter (if needs other program assistance) 2.3 PSU/ CBU Division Chief and	None	30 min to 1 hour 4 hours 3-5 working days 2 working days	RRPTP Social Worker

	<p>Budget Officer recommend the provision of assistance for approval of the Regional Director.</p> <p>2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.</p> <p>2.5 Releasing of the assistance to client (Cash or Non-Cash</p>		1 working day	
TOTAL Processing Time for CASH assistance.	None	19 working days		

International Social Services Office (ISSO) External Services

1. Social Welfare Services to Distressed Overseas Filipinos (OFS) and Other Filipino Migrants at Post.

Social Welfare Attaches (SWAtts) deployed in foreign Posts are the ones to provide these types of services to distressed OFS, and may be accessed by OFS through:

- Actual visit of the clients to the Office of the SWAtt in the Embassy/consulate;
- Actual visit of the SWAtt to the clients who are in their homes, shelters, safe houses, detention centers, prisons, and hospitals; and
- Referral of the case to FilCom/volunteer and partner agencies/entities in cases where the clients are quite too far from the Embassy.

Office or Division:	International Social Services Office — Foreign Post			
Classification:	Simple			
Type of Transaction:	G2C — Government to Citizen			
Who may avail:	Distressed Overseas Filipinos			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
Identification Card (Passport) or Travel Documents, if any		Social Welfare Attaché in the Foreign Post		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrival of the clients — requests for assistance.	1.1 . Intake interview using the intake sheet. 1 .2. Need assessment/ diagnosis	None	20 Minutes	Social Welfare Attaché in the Foreign Post
2. Submit the documentary requirements.	2.1 Review and assess the submitted documentary requirements of the client.	None	3 Minutes	Social Welfare Attaché in the Foreign Post
	2.2 Processing/ filling out of the Certificate of Eligibility and Acknowledgment Receipt.		7 Minutes	Social Welfare Attaché in the Foreign Post

3. Signs the Certificate of Eligibility	3. Provide necessary assistance to the client.	None	5 Minutes	Social Welfare Attaché in the Foreign Post
4. Signs the acknowledgement receipt.		None	2 Minutes	Social Welfare Attaché in the Foreign Post
	4. File the Certificate of Eligibility and Acknowledgement receipt for liquidation purposes.	None	5 Minutes	Social Welfare Attaché in the Foreign Post
			42 Minutes	

2. Immediate Social Welfare Services to Repatriated Distresses Overseas Filipinos

These are immediate services extended to arriving Overseas Filipinos (Repatriated, Deported, and Self-initiated travel) at the Philippine Airport (NAIA) that include:

1. Children in Need of Special Protection (CNSP)
2. Women in Especially Difficult Circumstances (WEDC)
3. Family Heads and Other Needy Adults (FHONA)
4. Persons With Disability (PWD)
5. Senior Citizen (SC)
6. Victims of Trafficking
7. Medically Repatriated OFS

Services may include:

1. Airport Assistance
2. Assistance to Individuals In Crisis Situation (ACS); subject to availability of funds
3. Family reunification service
4. Psychosocial Services
5. Referral Services for other support services from partner agencies

Office or Division	International Social Services Office — Home Office Field Office NCR
Classification:	Simple
Type of Transaction:	G2C — Government to Citizen
Who may avail:	Repatriated Distressed Overseas Filipinos
Checklist Requirements	Where to Secure

(1 Photocopy of) Passport or Travel Document		Philippine Foreign Post		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival at the airport (NAIA)				
1. Proceeds to the Holding Area for the repatriated Overseas Filipinos.	1. The Repatriation Team together with DFA/OWWA /other agencies present, welcomes and briefs the OFS at the holding area. 1.1. The Team distributes DSWD Intake Sheet and/or Certificate of Eligibility	None	60 Minutes	Repatriation Team: FO NCR ISSO-Protocol Officer
2. Fills-out the Intake Sheet and/or Certificate of Eligibility for the provision of assistance/referral to FOS and submits the accomplished forms to the Team	2. Collects checks completeness	None	5 Minutes per client	Repatriation Team. FO NCR and/or ISSO Team
3. Submits a copy of passport/ travel document to the Team and undergoes interview	3. Receives a of passport/travel document checks completeness.	None	5 Minutes per client	Repatriation Team: FO NCR ISSO - Protocol Officer Social Workers Technical Staff

	3.1. Interviews the 3.2. Fills-out and signs the forms 3.3. Returns the forms and copy of passport/travel document to the OF NCR/ISSO provides cash assistance subject to the availability of funds.			
4. Proceeds and submits the forms and passport/travel document to the disbursing officer for the release of Cash Assistance	4. Receives the required documents and checks for completeness. 4.1. Issues the Cash Assistance if all required documents were given 4.2. Issues the Acknowledgement Receipt for signature of the OF	None	5 Minutes	Repatriation Team. FO NCR ISSO - Protocol Officer Social Workers Technical Staff
5. Signs Acknowledgement Receipt for the assistance received	5. Issue copy of Acknowledgement Receipt to the OF		2 Minutes	Repatriation Team: FO NCR ISSO - Protocol Officer Social Workers Technical Staff
Travel to their respective residences / destination				

	ISSO refers the repatriated Overseas Filipinos to respective Field Offices for further intervention/	None	3 Minutes per client	International Social Services Office PDO III- Protocol Officer
	provision assistance			Social Workers Assigned Technical Staff
			80 inutes	

*NOTE: ISSO will only augment in the Airport Assistance if there is a directive from the Secretary or if there is a mass repatriation.

3. Responding to 8888

There are referrals/complaints from 8888 regarding the Distressed Overseas Filipinos and their families. Upon receipt of the referrals/ complaints, ISSO coordinated the concerned staff/office and requested them to provide a feedback report within one (1) day upon receipt of the report.

Office or Division	International Social Services Office — Home Office			
Classification:	Simple			
Type of Transaction:	G2C — Government to Citizen			
Who may avail:	Distressed Overseas Filipinos and their Families			
Checklist Requirements		Where to Secure		
Complaint / referral / feedback thru 8888		Office of the Secretary or other Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receipt of Complaint from Referring Party	None	3 minutes	Incoming Staff
	2. Refer to the appropriate offices	None	10 minutes	PDO III
	3. Follow up on action taken	None	10 minutes	PDO III
	4. Feedback on action taken to Referring Party	None	5 minutes	PDO III

	5. Client will be sent by Satisfaction Survey	None	5 minutes	PDO III / Satisfaction Survey Staff
			33 minutes	

**Unconditional Cast Transfer National Program
Management Office (UCT)
External Services**

52. Unconditional Cash Transfer

Provide assistance to UCT Beneficiaries grievances and inquiries.

Office or Division:	Unconditional Cash Transfer – National Program Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Beneficiaries and Non-Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uct Beneficiary Form		Record Files and Database		
Any Valid ID		Administrator Files and Database		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will send their complaints through email or send directly to the office.	1. Receive the complaints and forward to IT of UCT NPMO.	None	5 minutes Maximum time 30 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
	2. Verify and facilitate using the UCT database.	None	5 minutes Maximum 25 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
	3. Email or provide the actions taken to client.	None	30 minutes Maximum time 12 hours	ITO I, AA I, CO I, AA III – UCT NPMO
	4. Forward an Email of the client grievance to respective region	None	12 hours Maximum time 72 hours	ITO I, AA I, CO I, AA III – UCT NPMO
TOTAL			2-3 days	
2. Walk-in / Help Desk Clients	1. Receive a call coming from help Desk or thru our safety personnel	None	2- 5 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
	2. Accommodate walk-in clients	None	5 – 30 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
	3. Ask client to sign on the UCT-NPMO Grievance Logbook for their details	None		ITO I, AA I, CO I, AA III – UCT NPMO
	4. Assess inquiry or grievance and give the necessary advice. (if a formal response letter is needed the UCT-NPMO can provide)	None		ITO I, AA I, CO I, AA III – UCT NPMO

	5. Forward an E-mail about the client grievance to the respective region		2- 5 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
			1 day	
2. WiServ (Clients can text this number (0918-912-2813))	1. Receive a message thru WiServ from the client	None		ITO I, AA I, CO I, AA III – UCT NPMO
	2. Verify and facilitate using the UCT database.	None	5-25 minutes	ITO I, AA I, CO I, AA III – UCT NPMO
	3. Email or provide the actions taken to client.	None	12-48 hrs	ITO I, AA I, CO I, AA III – UCT NPMO
	4. Forward an Email of the client grievance to respective region	None	12-72 hrs	ITO I, AA I, CO I, AA III – UCT NPMO
TOTAL			2-3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks are placed by sending a physical letter or SMS Text messages or e-mails to the clients
How feedbacks are processed	Assessing grievances by the levels of concern based on MOA and IRR of UCT and special cases.
How to file a complaint	Clients can file a complaint by Walk-in and through helpdesk, clients can file an email to uctnpmo@dswd.gov.ph , clients can also communicate through 8888, DswdInquiry email, Wiserv ALL NETWORKS (09189122813), Oasscb-UCT NPMO: 931 81 23 Loc 203.
How complaints are processed	UCT NPMO filter complaints by what region were the client has registered
Contact Information of CCB, PCC, ARTA	Clients can communicate through 8888, Wiserv ALL NETWORKS (09189122813), Oasscb-UCT NPMO: 931 81 23 Loc 203.

Office	Address	Contact Information
Field Office-Cordillera Administrative Region	#40 North Drive, Baguio City, Philippine-Area Code (074)	Hotline Number
Field Office No. 1	Quezon Avenue, City of San Fernando, La Union, Philippine-Area Code (074)	Trunk Line No. (072) 687-8000
Field Office No. 2	#3 Dala na Pagayaya, Regional Center, Carig Sur, Tuguegarao City,	Hotline Number

	Cagayan - Area Code (078)	
Field Office No. 3	Government Center, Maimpis, San Fernando Pampanga - Area Code (045)	Trunkline No. 961-2143 Local 101
Field Office No. IV-A	Alabang Zapote Road, Alabang Muntinlupa - Area code (02)	Trunklines 807-15-18 and 850-83-81
Field Office No. IV-B	1680 F.T. Benites corner Gen. Malvar Sts. Malate Manila - Area code (02)	Trunkline Nos. 525-24-45/ 523-91-77/ 523-60-77/ 336-81-06/07Dial Trunkline and 103 for fax
Field Office No. NCR	389 San Rafael Street, Legarda Manila - Area Code (02)	Trunkline Nos. 733-00-10 to 14/ 733-00-16 to 18
Field Office No. V	Magnolia St. PBN Buraguis, Legazpi City - Area Code (052)	
Field Office No. VI	M.H. Del Pilar Street Molo, Iloilo City - Area Code (033)	
Field Office No. VII	MJ Cuenco Avenue corner Avenue, Brgy. Carreta, Cebu City - Area Code (032)	Trunkline No: 232-95-09/ 233-8798/ 233-0261/ 231-2172/412-9908
Field Office No. VIII	Magsaysay Boulevard, Tacloban City - (Area Code 053)	
Field Office No. IX	General Vicente Alvarez Street, Zamboanga City - (Area Code 062)	Operator Trunkline - 991-76-59/ 991-60-30
Field Office No. X	Masterson Avenue, Upper Carmen, Cagayan De Oro City - (Area Code 088)	Operator Trunkline - 858-81-34/ 858-89-59
Field Office No. XI	R. Magsaysay Avenue corner D. Suazo St. Davao City - Area Code (082)	Telefax: 226-28-57 Trunklines: 227-19-64/ 227-87-46/ 226-37-36 Connecting all office
Field Office No. XII	Purok Bumanoag, Brgy. Zone III, Coronadal City, south Cotabato 9506 - (Area Code 083)	
Field Office ARMM	DSWD-ARMM Barangay Semba Dos, Maguindanao - (Area Code 064)	

**Pantawid pamilyang Pilipino Program National
Program Management Office (4Ps - NPMO)
External Services**

1. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

Office or Division:	4Ps – Grievance Redress Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Form		Tanggapan ng Reklamo Helpdesk, 2 nd Floor Mahusay Building		
Pantawid Pamilya ID				
Evidence/s, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 Minutes	Guard on duty
2. Inform the Officer of the Day at the Tangapan ng Reklamo Help Desk the nature of the visit and provide initial information	2. Receive the client, and conduct a pre-intake interview to confirm if the client is filing a complaint or request/inquiry.	None	1 minute	Officer of the Day / Walk-in Complaints Focal
3. If filing a complaint, get a Grievance Form from the Officer of the Day 3.1 If filing a request or inquiry, get a Request & Inquiry Form	3. Provide the client a Grievance Form 3.1 Provide the client a Request & Inquiry Form	None	1 Minute	Officer of the Day / Walk-in Complaints Focal

4. Accomplish the Grievance Form/ Request & Inquiry Form	4. Ensure that the Grievance Form/Request & Inquiry Form is complete and properly filled out	None	2 Minutes	Officer of the Day / Walk-in Complaints Focal
5. Provide additional and complete details with supporting documents if available	<p>5. Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System (PPIS)</p> <p>5.1 Interview the client and write down other pertinent details in the Grievance Form/ Request & Inquiry Form</p>	None	30 Minutes	Officer of the Day / Walk-in Complaints Focal
6. None	<p>6. Assess the information provided, and/or verify data in the PPIS.</p> <p>6.1. If all information is readily available to resolve the case, provide the client feedback and final resolution.</p> <p>6.2 If the case can't be resolved immediately, explain to the client the process that will be undertaken in processing the complaint/request or inquiry, and inform the client that he/she will be contacted thru the mobile number provided by the assigned Grievance Officer once a resolution has been made.</p>	None	10 Minutes	Officer of the Day / Walk-in Complaints Focal

7. Secure the acknowledgment/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	7. Detach the acknowledgment/ follow up slip, and give it to the client	None	2 Minutes	Officer of the Day / Walk-in Complaints Focal
8. None	8. Record the grievance form in the E-DTMS and Manual Monitoring Matrix 8.1 Endorse the grievance form to the concerned Field Office by encoding the case in the GRS Tracker	None	10 Minutes	Administrative Assistant II Officer of the Day / Walk-in Complaints Focal
9. None	9. Process the complaint based on grievance type resolution procedures and established time protocol, as follows: a) Appeals b) Cash Card-Related issues c) Facility Issues d) Gender-Related Issues e) Grievance on Partner's Performance f) Grievance on Staff Performance g) Ineligibility	None	10 Minutes up to 34 working days up to 29 working days up to 70 working days up to 53 working days up to 31 working days up to 40 working days	Administrative Assistant II

	h) Misbehavior of Beneficiary		up to 26 working days	
	i) Payment-related issues		up to 35 working days	
	j) Support Services Intervention (SSI) Issues		up to 104 working days	
			up to 104 working days	
10. None	10. Inform the client about the final resolution	None	5 Minutes	Regional Grievance Officer
Total			1 hour and 13 minutes up to 104 working days	

2. Request for Information Materials.

For further dissemination of information, students, researchers, organizations, media, and other DSWD OBSUs may request for printing and/or sending of soft copies of information materials from the SMD for general details about the program.

Office or Division:	Social Marketing Division			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Students, Media, Other Organizations, Researchers, All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Letter of Request 2 Information materials request form			From the requesting student, media agency, other organizations, researchers, DSWD OBSUs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send formal letter of request with specific details about the request to	1.Acknowledge and provide information materials request form	None	10 mins	Administrative Assistant II

4ps_smd@dswd.gov.ph				
2. Fill out request form completely and submit to 4ps_smd@dswd.gov.ph	2. Provide copy of letter of request and form to ASD-Records Section and encode received document to EDTMS	None	10 mins	Administrative Assistant II
None	2.1 Assess the request and approve/disapprove the request	None	3 hours	Division Chief, SMD
None	2.2 If disapproved, provide feedback to the client	None	1 hour	Information Officer III
None	2.3. If approved, provide initial feedback to the client and secure approval of the request	None	1 hour	Information Officer III
None	2.4 Prepare needed soft copy and/or hard copy of information materials depending on request	None	1 day	Information Officer III Administrative Assistant II
None	2.5 Prepare and submit memo to NPMO to approve the release of materials	None	1 day	Information Officer III
None	2.6 Memo to be signed by the NPMO and return signed memo to the concerned staff	None	3 days	National Program Manager, 4Ps
None	2.7 Submit soft copy of information materials through email and/or release printed materials as requested and send customer feedback form	None	1 hour	Information Officer III Administrative Assistant II
3. Receive information materials and answer customer feedback form	3. Collect the accomplished form and record the document to the e-DTMS		10 mins	Administrative Assistant II

TOTAL	None	5 days, 6 hour and 30 minutes	
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3. Request for administrative data (regular reports / statistical data previously approved, copies of published researches)

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data/research request (communication)	1. Acknowledge and provide the requested data	None	1-3 days	PEO or Statistician
	TOTAL:		3 days	

4. Request for administrative data (statistical data – multivariate, time series), request for interview (beneficiaries, Program staff) as research activity

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all statistical data either multivariate or time series data requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data/Research Request Form		Pantawid Website, Pantawid NPMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send data/research request (communication)	1. Acknowledge and provide data/research request form	None	0.5 day	PEO or Statistician
2. Fill out data/research request form completely	2. Assess the request	None	0.5 day	PEO or Statistician
None	2.1 Provide initial feedback to the client and secure approval of the request	None	0.5 day	PEO or Statistician
None	2.2 Approve / Disapprove request	None	2 days	Approving Authority
None	2.3.a If disapproved, provide feedback to the client	None	0.5 day	PEO or Statistician
None	2.3.b If approved, prepare data/research requested	None	1-3 days	PEO or Statistician
None	2.4 Provide data/research request to the client	None	0.5 days	PEO or Statistician
	TOTAL:		7 days	

5. Request for administrative data (personal information, statistical data – multivariate, time series, name matching)

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all administrative data (personal information, statistical data – multivariate, time series, name matching) requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)
Classification:	Highly technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Public
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	

Data/Research Request Form		Pantawid Website, Pantawid NPMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data/research request (communication)	1. Acknowledge and provide data/ research request form	None	0.5 day	Statistician
2. Fill out data/research request form completely	2. Assess the request	None	0.5 day	Statistician
None	2.1 Provide initial feedback to the client and secure approval of the request	None	0.5 day	Statistician
None	2.2 Approve / Disapprove request	None	2 days	Approving Authority
None	2.3.a If disapproved, provide feedback to the client	None	0.5 day	Statistician
None	2.3.b If approved, prepare data/research requested	None	1 - 11 days	Statistician
None	2.4 Prepare memo and submit to NPMO approve the release of the data	None	1 day	Statistician
None	2.5 Signing of memo by NPMO	None	3 days	National Program Manager, 4Ps
None	2.6 NPMO to return the signed memo to	None	0.5 days	Administrative Assistant II

	concerned staff			
None	2.7 Provide data/research request to the client	None	1 day	PEO or Statistician
	TOTAL:		20 days	

6. Data Request requiring MOA

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all data requests requiring MOA from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Partner Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data/Research Request Form		Pantawid Website, Pantawid NPMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data/research request (communication)	1. Accept and acknowledge data/research request	None	0.5 day	PEO or Statistician
2. Fill up data/research request form	2. Review and assess the request	None	1 day	PEO or Statistician
None	2.1 Recommend approval to NPMO via memo	None	0.5 day	PEO or Statistician
None	2.2 Approve / Disapprove request	None	3 days	NPMO
None	2.3a If disapproved provide feedback to partner agency	None	1 day	PEO or Statistician
None	2.3b If approved, prepare data sharing MOA	None	5 days	PEO or Statistician
None	2.4 Share to partner agency for the review of the draft MOA	None	0.5 day	PEO or Statistician
3. Review of draft MOA and provide feedback	None	None	5 days	Partner agency

None	3.1 Revise MOA based on feedback from client	None	5 days	PEO or Statistician
None	3.2 Prepare memo to DPO to review the MOA	None	0.5 day	PEO or Statistician
None	3.3 DPO reviews the MOA and provide feedback to PMED	None	5 days	DPO
None	3.4 PMED to revise the MOA based on the feedback from DPO	None	3 days	PEO or Statistician
None	3.5 PMED to submit revised MOA to Legal Service for review	None	0.5 days	PEO or Statistician
None	3.6 Legal to review the MOA and endorse back to PMED	None	6 days	Legal Service
None	3.7 Sharing of MOA to partner agency	None	0.5 day	PEO or Statistician
4. Approval of partner agency for review of their Legal and return to PMED	None	None	5 days	Partner agency
None	4. Memo / communication to partner agency for signing of MOA	None	0.5 day	PEO or Statistician
None	5. Signing of MOA	None	1 day	PEO or Statistician
None	6. Provision of data to partner agency	None	0.5 day	PEO or Statistician
	TOTAL:		43 days	

7. Request/s and/or Recommendations for Program Inclusion

The Modified Conditional Cash Transfer Division facilitates all referrals, recommendation and request for inclusion in the program.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	General Public, Local Government Units, and other interested parties		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Endorsement/Recommendation/Request Letter		Office/Organization of Origin and/or Personal Request		
Complete Information of Recommended/Requested Families (Complete Name, Birth Date and Complete Address)		Office/Organization of Origin and/or Personal Request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of request for inclusion to NPMO	1.1. Receive, review, and record letter of recommendation/request including the required attachments, as deemed necessary	None	10 mins.	Administrative Assistant II
	1.2. Review and endorse request to corresponding regional monitor/focal person	None	10 mins	Division Chief, MCCT
	1.3 Review request including the area, potential modality and completeness of required information of the recommended/requested families/household	None	60 mins	Project Development Officer III
	1.4 Prepare and submit acknowledgement letter to requesting party on the processing of recommendation for crossmatching in the Pantawid Pamilya Information System and Listahanan Database for approval of Division Chief	None	15 minutes	Project Development Officer III
	1.5 Prepare and submit request for cross-matching to Listahanan and PMED on the requested families for approval of Division Chief	None	15 minutes	Project Development Officer III

1.6 Review and comment on acknowledgement letter to requesting party and endorsement letter to Listahanan and PMED.	None	15 minutes	MCCT Project Development Officer IV
1.7 Review and Approve acknowledgement letter to requesting party and endorsement letter to Listahanan and PMED.	None	5 minutes	Division Chief, MCCT
1.8 Record and Transmit Acknowledgement and Endorsement Letters to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
1.9 Crossmatching of Requested Families to Listahanan and Pantawid Pamilya Databases	None	<i>Separate highly technical service of other office</i>	PMED
1.10 Receive, review, and record cross matching results from PMED and/or Listahanan and forward to Division Chief for further instructions	None	10 minutes	Administrative Assistant II
1.11 Endorse results of crossmatching to corresponding regional monitor and provide additional instructions, if necessary.	None	3 hours	Division Chief, MCCT

1.12 Review results of crossmatching and prepare acknowledgement letter to Listahanan and/or PMED as well as memorandum to regions on the validation of unmatched households to include instructions on registration if applicable.	None	8 hours	Project Development Officer III
1.13 Review and Approve memo to regions on validation of crossmatching results.	None	5 minutes	Division Chief, MCCT
1.14 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
1.15 Validation of Unmatched Households	None	12 days	Regional Program Management Office
1.16 Consolidate results of validation and submit to NPMO; Proceed to registration of eligible households, if applicable.	None	5 days	Regional Program Management Office
1.17 Receive, review, and record regional memo on validation results and forward to Division Chief for further instructions	None	10 minutes	Administrative Assistant II
1.18 Endorse results of regional validation to corresponding regional monitor and provide additional instructions, if necessary.	None	5 minutes	Division Chief, MCCT

1.19 Prepare acknowledgement memo to region and communication letter to requesting party on validation/registration results	None	60 minutes	Project Development Officer III
1.20 Review and Approve response memo to regions and communication letter to requesting party.	None	5 minutes	Division Chief, MCCT
1.21 Record and Transmit memorandums to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
TOTAL:	None	19 days	

8. Processing of Beneficiary Update Requests (TOR, Reactivation, Change of Head)

The Modified Conditional Cash Transfer Division facilitates specific beneficiary update requests from the regions requiring NPMO account access such as Transfer of Residence (TOR), Reactivation of Households and Change of Head.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	Regional Program Management Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete and properly accomplished Update Request of Beneficiaries with corresponding attachments	Municipal Operations Office/ Community Facilitator/ Case Worker
Incident Report	Municipal Operations Office/ Community Facilitator/ Case Worker
Request for Update (TOR/Reactivation/Change of Head)	Provincial Operations Office and Regional Program Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of request for beneficiary updating (TOR/Reactivation/Change of Head)	1.1. Receive, review, and record regional request including the required attachments, as deemed necessary	None	10 mins.	Administrative Assistant II
	1.2. Review and endorse request to corresponding regional monitor/focal person	None	10 mins	Division Chief, MCCT
	1.3 Review request and ensure eligibility of update based on attached documents. Coordinate with Regional Computer Management Technician for clarification and submission of missing documents if any	None	15 mins per request	Project Development Officer III
	1.4 Execute updating of eligible requests in the MCCT IS	None	5 minutes per request	Project Development Officer III
	1.5 Prepare and submit feedback memo on the conduct of updating including the reasons for non-update of other requests, if any, for review and comment of PDO IV	None	15 minutes	Project Development Officer III
	1.6 Review and comment on memo and endorse to Division Chief for approval.	None	10 minutes	MCCT Project Development Officer IV
	1.7 Review and Approve memo to region/s	None	5 minutes	Division Chief, MCCT
	1.8 Record and Transmit Acknowledgement and Endorsement Letters to Office of the Deputy Program Manager for Operations and	None	10 minutes	Administrative Assistant II

	National Program Manager			
TOTAL:		None	1 hour, 20 Minutes	

**Kapit Bisig Laban sa Kahirapan - Comprehensive and
Integrated Delivery of Social Services - National
Program Management Office (KALAHY-CIDSS-NPMO)
External Services**

1. Request for Procurement No Objection Letter (NOL)

Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with cost of 1 million and above to ensure compliance of requirements of the Community-Based Procurement Manual prior to the issuance of the Notice of Award.

Office or Division:	KC-NCDDP Procurement
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Barangay Sub-Project Management Committee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Program of Works (POW) including detailed estimates	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical Specifications / Scope of Works	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Community Procurement Plan	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Invitation to Bid / Request for Quotation and Bidding Documents	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Minutes of Bids and Awards Committee meetings	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Post-Qualification Report, when necessary	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Bid and Awards Committee Resolution Recommending Award	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team
Legal, Technical and Financial Proposal of the recommended bidder	Barangay Local Government Unit / Barangay Sub-Project Management

		Committee and/or Area Coordinating Team		
Draft Contract Agreement or Purchase Order		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. National Program Management Office Procurement Unit receives the Procurement NOL request	1. Encoding of necessary information on the NOL request in the Procurement NOL tracking database	None	10 Minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
8. Review of the whole package of NOL request	2. Documents are reviewed as to completeness, correctness, consistency and compliance to the procurement guidelines.	None	3 hrs	<i>Project Development Officer IV – Community Procurement Officer</i>
9. Preparation of No Objection Letter	3. Prepares the NOL, affix his/her initials, and forwards it to the Admin Assistant for routing	None	30 Minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
10. Routing of NOL for NPM's Signature	4. Checks the NOL if in good order (complete pages, with initials); and farms out document to the Office of NPM.	None	30 Minutes	<i>Administrative Assistant, NPM</i>
5. Follow-up NOL if approved and sent out to respective Field Office/s	5. Ensure that the NOL is approved and secure an electronic copy for the Unit's	None		<i>Project Development Officer IV – Community Procurement</i>

	file. Email ecopy of approved NOL to the respective Regional Procurement Officer.			<i>Officer</i>
TOTAL			4 hrs and 10 mins	

2. Request for Technical No Objection Letter

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

Office or Division:	KC-NCDDP Engineering, CD, and Procurement			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Sub-Project Management Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of Work (POW) including detailed estimates, bill of quantities / materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM)		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Technical plans and specifications		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team		
Applicable social and environmental safeguards clearance		Department of Environment and Natural Resources		
Community Procurement Plan		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Market and economic study (for enterprise development sub-projects)				
Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user's fee (for Enterprise Development SPs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NPMO Engineering receives the Technical NOL request	1. Conducts initial review completeness, scans, and farm-out documents to reviewers	None	15 Minutes	<i>Project Development Officer II</i>

2. Review of the Technical NOL request	2. Program of works, plans, and other technical documents and permits reviewed for correctness and consistency	None	6 hrs	<i>Project Development Officer IV – Engineering, CD</i>
	Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging.	None	30 Minutes	<i>Project Development Officer IV – Procurement</i>
3. Preparation of No Objection Letter	3. Drafts NOL and route for approval	None	30 mins	<i>Project Development Officer IV – Engg, CD and Procurement)</i> <i>Project Development Officer II and V – Engg, CD and Procurement</i>
4. Approval of the Technical NOL	4. Approve and sign the Technical NOL	None	1 hour	<i>National Program Manager</i>
TOTAL			8 hrs and 15 mins	

3. First Tranche Request for Fund Release (IP CDD)

The Request for Fund Release (RFR) process aims to facilitate the release of funds to the communities for the implementation of their approved sub-projects. The RFR shall be supported by the complete documentation based on the guidelines and shall pass through different levels of review prior the actual release of funds.

Office or Division:	KC Engineering, CD, Procurement and Finance
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Barangay Sub-Project Management Committee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter requesting the release of the first tranche		Regional Program Management Office / Area Coordinating Team
Specific Implementation Arrangement (SIA)		Regional Program Management Office / Area Coordinating Team
Program of works, detailed estimates, and/or project proposal		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Technical plans and specifications		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Guide for technical review (CBIM Form A20) used by the RPMO		Regional Program Management Office
Bill of quantities/quantity takeoff		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Hydraulic analysis (For PWS SPs)		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Municipal Health Office certification on potability of water source (PWS SPs)		Municipal Health Office/r
Feasibility study (for enterprise, human resource development, and/or SPs requiring the collection of fees)		
Certification on the Materials Quality/Availability of aggregates		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Barangay council resolution allowing the Punong Barangay and tribal council resolution allowing the Tribal Leader to enter into an agreement with DSWD for the SIA		
Bank snapshot and bank certification indicating the BLGU trust account number		Regional Program Management Office / Area Coordinating Team / Barangay Local Government Unit
Certification by the MLGU Accountant that funds previously transferred by DSWD to the BLGU, if any, have been liquidated and taken up in the books, OR Certification by the DSWD Regional Office that no DSWD funds have been transferred to the BLGU for		Regional Program Management Office / Area Coordinating Team / Barangay Local Government Unit

DSWD programs, projects, and activities.				
Lot acquisition documents				
Environmental and social safeguards checklist (CBIM Form A19)		Regional Program Management Office / Area Coordinating Team		
Environmental and social management plan (CBIM Form A21)		Regional Program Management Office / Area Coordinating Team		
Project procurement management plan		Barangay Local Government Unit		
Annual procurement plan		Barangay Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the RFR request	1. Conducts initial review (completeness), scans, and farm-out documents to concerned PDO IV (Eng, CD, and Procurement)	None	15 Minutes	<i>Project Development Officer II</i>
2. Reviews the RFR	2. Reviews the POW, plans, technical documents, and permits for correctness and consistency	None	1 Day	<i>Project Development Officer IV – Engineering, CD</i>
3. Routing of RFR for approval	3.1 Records and transmits the RFR to the Office of the National Program Manager for approval 3.2 RFR is then transmitted to Community Finance for their review	None	1 hour	<i>Project Development Officer II – ONPM</i>
4. Reviews the RFR	4. Reviews the RFR documents	None	4 hours	<i>Financial Analyst</i>
5. Preparation of Disbursement Voucher and supporting documents	5. Prepare DV and supporting documents	None	30 minutes	<i>Financial Analyst</i>
6. Approval of Box A of the DV	6. Approve Box A of DV	None	30 minutes	<i>ONPM</i>
7. Transmittal to Financial Management Service	7. Tracks and transmits the RFR to Financial Management Service	None	30 minutes	<i>Senior Administrative Assistant</i>
TOTAL			1 Day, 6 hours and 45 Min	

4. Second Tranche RFR (IP CDD)

The Request for Fund Release (RFR) process aims to facilitate the release of funds to the communities for the implementation of their approved sub-projects. The RFR shall be supported by the complete documentation based on the guidelines and shall pass through different levels of review prior the actual release of funds.

Office or Division:	KC Engineering, CD, Procurement and Finance	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Barangay Sub-Project Management Committee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter requesting the release of the second tranche		Regional Program Management Office / Area Coordinating Team
Original copy of the Journal Entry Voucher to record receipt of first tranche		Barangay Local Government Unit
Certified true copy of the authenticated bank credit advise		Land Bank of the Philippines
Physical Accomplishment Report		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Bank Snapshot and Bank Certification with Bank Reconciliation Statement and supporting documents		Land Bank of the Philippines
Certified true copies of the MOA, Approved POW, and/or project proposal		Municipal Coordinating Team and/or Regional Program Management Office / Area Coordinating Team
Reports of Checks Issued and Report of Disbursements/Utilization		Barangay Local Government Unit
Certification of Pending Financial Obligations		Barangay Local Government Unit and Barangay Sub-Project Management Committee
Certification of Remaining Works and Material to be Procured		Barangay Local Government Unit and Barangay Sub-Project Management Committee
Operations and Maintenance Plan		Barangay Local Government Unit and Barangay Sub-Project Management Committee
Notarized Mutual Partnership Agreement		Municipal Coordinating Team, Barangay Local Government Unit and Barangay Sub-Project Management Committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the RFR request	1. Conducts initial review (completeness), scans, and farm-out documents to concerned PDO IV (Engg, CD, and Procurement)	None	15 Minutes	<i>Project Development Officer II</i>
2. Reviews the RFR	2. Program of works, plans, technical documents, and permits reviewed for correctness and consistency	None	1 hour	<i>Project Development Officer IV – Engineering, CD</i>
3. Transmittal to for approval	3.1 Records and transmits the RFR to the ONPM for review and initial. 3.2 RFR is then transmitted to KC Community Finance for their review	None	1 hour	<i>Project Development Officer II – ONPM</i>
4. KC Community Finance Review	4. FA reviews the RFR documents	None	4 hours	<i>Financial Analyst</i>
5. Preparation of Disbursement Voucher and supporting documents	5. Prepare DV and supporting documents	None	30 minutes	<i>Financial Analyst</i>
6. Approval of Box A of the DV	6. Approve Box A of DV	None	30 minutes	<i>ONPM</i>
7. Transmittal to FMS	7. KC Finance SAA tracks and transmits the RFR to FMS	None	30 minutes	<i>Senior Administrative Assistant</i>

TOTAL			7 hours and 45 mins	
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5. Concurrence of LGU Engagement

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

Office or Division:	KALAHI - CD Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Targetted Communities of the Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement from Regional Director		DSWD Regional Office	
2. Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program		Municipal Local Government Unit	
3. Municipal Local Government Unit Enrollment Form		Area Coordinating Team / Municipal Local Government Unit	
4. Local Government Unit -Led Implementation Eligibility Checklist		Regional Program Management Office / Area Coordinating Team	
5. Local Government Unit Capacity Assessment Result		Regional Program Management Office / Area Coordinating Team	
6. Potential Problem Analysis (PPA)			
6. Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC workplan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong)		Municipal Local Government Unit	

1. NPMO CD Division receives the letter for request of concurrence	1. Administrative Assistant II endorses the document to Division Head from ONPM	None	15 Minutes	<i>Administrative Assistant II</i>
2. Endorsement to assigned PDO IV - CD	2. Division Head Review and provide instruction to assigned PDO IV - CD to validate, assess completeness of requirements and for drafting of concurrence/acknowledgement	None	4 hours	<i>Project Development Officer V</i>
3. Validation and Assessment of Documents by PDO IV	3. Review the content and completeness of documents and draft letter of concurrence for approval of Division Head	None	2 days and 30 mins	<i>Project Development Officer IV – CD</i>
4. Review and Endorsement to DNPM ONPM	4. Review and endorse to DNPM for Recommending Approval/Disapproval of Concurrence to Implement KC-NCDDP	None	1 hour	<i>Project Development Officer V – DNPM</i>
4. Final Review and Recommending Approval of DNPM for NPM	4. Signing and approval/disapproval of NPM for transmittal to RPMO	None	1 hour	<i>National Program Manager</i>
5. Transmittal to RPMO and cc Division	5. Transmittal to RPMO	None	30 minutes	<i>KC-NCDDP Records</i>
TOTAL			2 days, 7 hours and 15	

			mins	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback on Kalahi-CIDSS services may be sent through the following:</p> <p>Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City Tel: (02) 8952-0697 Text (National Grievance Hotline): 09276059623 Website: ncddp.dswd.gov.ph FB: Facebook.com/dswdkalahicidss</p>
How feedbacks are processed	
How to file a complaint	<p>Complaints about Kalahi-CIDSS services may be sent through the following:</p> <p>Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City Tel: (02) 8952-0697 Text (National Grievance Hotline): 09276059623 Website: ncddp.dswd.gov.ph FB: Facebook.com/dswdkalahicidss</p>
How complaints are processed	<p>The cases are handled depending on the type of complaint and the number of barangays concerned. In all levels of grievance handling, the program ensures the participation of concerned communities, parties and individuals.</p>
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Kalahi-CIDSS NPMO	DSWD Complex, Batasan Hills, Quezon City	02) 8952-0697

**Sustainable Livelihood Program – National Program Management
Office(SLP - NPMO)
External Services**

1. SLP Referral Management Process Citizen's Charter

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Simple			
Type of Transaction:	Referral			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs,		SLP Helpdesk 3 rd floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients	1. Explain to and request the client to sign or place his/her thumbmark on the Data Privacy Act (DPA) of 2012	Not Applicable	3 minutes	GRMO of the Day
	2. Request the client to register in the Walk-In Clients Logbook		2 minutes	Client and GRMO of the day
	3. Brief orientation on the SLP Processes		5 minutes	GRMO of the day
	4. Fill-out the SLP Profile Form		3 working days	Assigned GRMO Technical Staff
	5. Request the client to fill up the Customer Feedback Form			Client

	6. Issue SLP Walk-In Client Slip to walk-in client; certify that client appeared at the SLP NPMO		5 minutes	GRMU OD
	7. Data encoding of client's profile in the SLP Referral Management System (SLP RMS)		5 minutes	GRMO Technical Staff
	8. Refer/Endorse to concerned DSWD Field Office, OBSUs, NGA's, NGOs, and other institutions		72 hours	GRMO Technical Staff
Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	1. Classification of client's request	Not Applicable	3 minutes	GRMO Unit Head
	2. Validating of lacking information of the client/s as necessary		5 minutes	Assigned GRMO Technical Staff
	3. Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		3 working days	Assigned GRMO Technical Staff
Inquiries and Applications through 8888,	1. Classification of clients request	Not Applicable	3 minutes	GRMU Unit Head
	2. Validating of lacking		5 minutes	GRMU Admin

Email, social media, phone calls and sms.	information of the client/s as necessary		3 working days	Staff
	3.Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions			Assigned GRMU PDO/ Technical Staff

2. SLP Grievance Management Process Citizen's Charter

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Complex and Highly Technical			
Type of Transaction:	Grievance			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up SLP Grievance Form-for walk-n clients Grievance/complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others. Supporting documents		SLP Helpdesk 3 rd floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Client	1.1 Explain to and request the client to sign or place his/her thumbmark on the Data Privacy Act (DPA) of 2012	Not applicable	3 Minutes	GRMO of the day
	1.2 Require the client to register in the Walk-in Clients Log Book		2 minutes	Client and GRMIO of the day

	1.3 Initial interview to the complaint		10 minutes	GRMO of the day
	1.4 Fill out the SLP Grievance Form		10 minutes	Walk-in client
	1.5 Validate lacking information of the client/s as necessary		3 Minutes	GRMO of the day
	1.6 Request the client to fill-up the Customer Feedback Form		5 Minute	Walk-in client
	1.7 Issue SLP Walk-in Client Slip; Certify that that client appeared at the SLP NPMO		3 Minutes	GRMO of the day
	1.8 Classify the complaint/grievance		5 Minutes	GRMU Head
	1.9 Refer/Endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO Regional Focal
Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1. Classification of complaint	Not Applicable	10 minutes	GRMU Unit Head
	2. Validating of lacking information of the client/s as necessary		5 minutes	GRMO Regional Focal
	3. Refer for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO Regional Focal
Grievances	1. Classification of	Not	10 minutes	GRMU Unit

received through Email, social media, phone calls and sms	request	Applicable		Head
	2. Validating of lacking information of the client/s as necessary		5 minutes	GRMO Regional Focal
	1. Refer for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	Assigned GRMU PDO/ Technical Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> • Every Friday, all CSF Forms will be validated and recorded by the GRMU Unit Head; • Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at livelihood@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to

	the client through email or courier service; • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback
Contact Information of SLP – NPMO	SLP – NPMO Landline: 8951-2806 Email: livelihood@dswd.gov.ph

Administrative Service (AS) Internal Services

1. Issuance of Portable Equipment Sticker Pass

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

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs 1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-	None	1 hr	Property Records and Accountability Section Technical Staff

	<p>terminous / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2 Generate and portable equipment sticker pass and forward to AS-PSAMD Division Chief for signature</p> <p>1.3 Record PESP details in the logbook</p>			
	1.4 Sign PESP	None	5 mins	AS-PSAMD Division Chief
2. Claim PESP and present the portable property	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP</p> <p>2.1 Attach PESP in the most visible and secure area of the property</p> <p>2.2 Present logbook to the accountable person for signature</p>	None	15mins	Property Records and Accountability Section Technical Staff
3. Sign the “receive portion” in	3. File the processed request for issuance of PESP	None	15mins	Property Records and Accountability

PESP logbook	3.			Section Technical Staff
TOTAL		None	1 HOUR, 35 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Customer Feedback Form shall be provided to the client after issuance of the duly signed PESP.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian before generating PESP request for printing</p>
How feedback is processed	<p>Duly accomplished customer feedback forms shall be consolidated together with the generated PREMIS online customer feedback form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 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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2. Transfer of Property Accountability

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1. Validate submitted request if duly signed by the concerned officials and employees 1.1 Validate FETS Request created by the Designated	None	1 hr	Property Records and Accountability Section Technical Staff

	<p>Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request</p> <p>1.2 Approve request in PREMIS</p> <p>1.3 Accomplish the “encoded by” portion in the submitted FETS request</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,000. Should the end user be COS, 2 copies of undertaking shall be printed</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS</p>			
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	1.7 Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2. Validate the returned document if accurately signed and forward to AS-PSAMD Division Chief for approval	None	15 mins	PRAS Technical Staff
	2.1 Approve duly accomplished document	None	5 mins	AS-PSAMD Division Chief
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person 2.3 Record the approval of record in PREMIS 2.4 Scan and upload the approved PAR/ICS and or Undertaking 2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable	None	30 mins	Property Records and Accountability Section Technical Staff

	person for safekeeping			
TOTAL		None	1 HOUR, 50 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Customer Feedback Form shall be provided to the client after cancellation of property accountability.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian before generating FETS for printing</p>
How feedback is processed	<p>Duly accomplished customer feedback forms shall be consolidated together with the generated PREMIS online customer feedback form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 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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3. Receipt of Surrendered Equipment and Semi-Expendable Equipment

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) 2. Actual Property for turnover		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System; 2. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1. Validate surrendered property vis-à-vis duly accomplished FETS 1.1 Fill up the “inspected and received by” portion in FETS 1.2 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.	None	15 mins	Warehouse and Supply Management Section Technical Staff
2. Received the 2 nd copy of accomplished FETS				

3. Updates record of surrendered items in PREMIS	<p>3.1 Validate submitted request if duly signed by the concerned officials and employees</p> <p>3.2 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request</p> <p>3.3 Approve request in PREMIS</p> <p>3.4 Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS.</p> <p>3.5 Generate and print barcode sticker and attach to the surrendered property.</p>	None	1 hr	Warehouse and Supply Management Section Technical Staff
	3.6 Approve PAR/ICS	None	5 mins	AS-PSAMD Division Chief
	3.7 Scan approved documents and upload to PREMIS	None	15 mins	Property Records and Accountability Section Technical Staff

	3.8 Record the approval of record in PREMIS			
	3.9 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL			1HOUR, 35 MINUTES	

4. Issuance and Acceptance of Property Transfer Report

This process covers DSWD properties to be transferred permanently from a DSWD Office to another or other government agencies/organizations.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) original copy of Memorandum Request for transfer of property to DSWD Field Offices and other agencies		To be prepared by the client without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Memorandum request for	1. Validate details of property for transfer in PREMIS	None	30 mins	Property Records and Accountability

transfer of property	1.1 Prepare Property Transfer Report 1.2 Prepare endorsement letter for signature of the AS Director addressed to the Undersecretary for GASSG for approval			Section Technical Staff
	1.3 Prepare endorsement letter to the concerned DSWD Field Office or to the other agencies for signature as acknowledgement of the property for transfer	None	15 mins	Property Records and Accountability Section Technical Staff
	1.4 Upon return of the duly accomplished PTR from DSWD FO , affix signature in the “issued by” portion upon receipt of PTR signed by DSWD Field Office	None	5 mins	AS-PSAMD Division Chief
	1.5 Approve the PTR in PREMIS 1.6 Scan the approve PTR and upload to PREMIS 1.7 Prepare endorsement letter of the duly accomplished PTR to the Financial and Management Service – Accounting Division for dropping the property record from the books of account and for issuance of Journal Entry Voucher (JEV)	None	30 mins	Property Records and Accountability Section Technical Staff

	1.8 Upon receipt of JEV, record the JEV Number in PREMIS 1.9 File copy of JEV in its designated cabinet	None	30 mins	Property Records and Accountability Section Technical Staff
TOTAL			1 HOUR, 50 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved PTR.
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 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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5. Receipt and Acceptance of Delivered Inventory

The Warehouse Management Section of Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) is in-charge of receiving items, goods and supplies either for temporary safekeeping or stockpiling.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)	
Classification:	Complex Transaction	
Type of Transaction :	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs Service Providers Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Photocopy of duly accomplished and approved Purchase Request (PR) and Purchase Orders (PO) 2. One (1) Photocopy of approved PPMP of requesting Office, Bureaus, Services, Unit (OBSU) 3. One (1) Photocopy of approved Technical Assistance Request, if required		1. PR template issued to respective Office, Bureaus, Services, Units (OBSUs); 2. From the Procurement Management Service or the Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. From the Focal person of concerned technical support office such as AS-BGMD, ICTMS, SMS, among others, depending on the nature of technical assistance request 4. From the Focal person of proponent OBSU 5. From the Supplier / Service Provider based on standard Bureau of Internal Revenue (BIR) Format

4. One (1) Photocopy of project proposal, if required 5. One (1) Original copy and One (1) Duplicate of Sales Invoice 6. One (1) Original copy and One (1) Duplicate of Delivery Receipt	6. From the Supplier / Service Provider based on standard Bureau of Internal Revenue (BIR) Format
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6. Issuance of Supplies and Materials from Stockpile

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)	
Classification:	Complex Transaction	
Type of Transaction :	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. Copy of project proposal, if required	1. RIS template issued to respective Office, Bureaus, Services, Units (OBSUs); 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD, ICTMS, SMS, among others, depending on the nature of technical assistance request 4. Focal person of proponent OBSU
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request	1. Receive, review and record the submitted duly approved RIS 1.1 Assign RIS number 1.2 Verify availability of requested supplies and materials 1.3 Update concerned OBSU staff on the availability or non-availability of supplies and materials 1.4 Request for the approval of RIS of the Chief of AS-PSAMD	None	2 hrs	PSAMD Administrative Staff

2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials a. Updating of stock/bin card b. Pull out of stocks for issuance to requesting OBSU c. Update database	None	4hrs	PSAMD Administrative Staff
TOTAL:		None	6 HOURS	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials.

	Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS-PSAMD through 02-8931-9145 or through email: property@dswd.gov.ph
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

7. Re-issuance of Equipment and Semi-expendable Supplies

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Complex Transaction			
Type of Transaction :	G2G – Government to Government			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) Original copy of letter of the requesting office 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip	1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSAMD through the Designated Property Officer of concerned OBSU 3. From the AS-PSAMD / PREMIS online through the Designated Property Officer of concerned OBSU			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/sup ply shall be assigned.	1. Receive, review and verify the availability of request a. Inform requesting OBSU of availability or non-availability of items. b. Request approval of FETS for confirmation of transfer	None	3 hours	Requesting OBSU PSAMD staff
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR or ICS a. Transfer accountability through updating of database and issuance of PAR or ICS b. Process the approval of PAR or ICS	None	3 hours	Requesting OBSU PSAMD staff
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	2 hours	Requesting OBSU PSAMD staff
TOTAL:		None	8hours	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 02-8931-9145 or through email: property@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 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>

8. Provision of Technical Assistance on Property and Supply Management to OBSU and Field Offices

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Highly Technical
Type of Transaction :	G2G – Government to Government
Who may avail:	a. DSWD Offices b. DSWD Designated Property and Supply Custodian c. Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Technical Assistance - One (1) original copy.	1. 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 authorize official.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request 1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer.	None	5 minutes	PSAMD Receiving Staff

	<p>1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.</p> <p>1.3 Assigned the request to concerned Technical Staff.</p>	None	10 minutes	PSAMD CAO
	<p>1.4 Technical Staff prepare reply for confirming the date of Technical Assistance.</p> <p>a. Prepared Special Order (If Field Office) for the period of Technical Assistance.</p> <p>b. Prepare the needed documents and information for the conduct of Technical Assistance</p>	None	5 days	PSAMD Technical Staff
	Conduct Technical Assistance on the scheduled date	None	1 day for OBSU/4 days for Field Office	PSAMD Technical Staff
2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 mins	PSAMD Technical Staff
	2.1 Consolidate the Technical Assistance Evaluation Form.	None	7 days from returned to Official Station	PSAMD technical staff

	2.2 Prepared Feedback Report for approval of PSAMD CAO.	None		
	2.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
TOTAL		None	14 days and 25 minutes for DSWD OBSU/ 18 days and 25 minutes for Field Office	

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

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Complex
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

<ol style="list-style-type: none"> One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). One (1) original copy of duly notarized Affidavit of Loss One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. One (1) original copy of Police Report One (1) original copy Comments of the Head Cluster One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. One (1) original copy of Inspection Report of Damaged Property. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) 		<ol style="list-style-type: none"> From PSAMD Office through PREMIS To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format From PSAMD Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AS-PSAMD re loss of issued property	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer	None	5 mins	PSAMD Staff
	1.1 Review the document and assign to concerned Technical Staff	None	5 mins	PSAMD CAO
	1.2 Review and prepare Memorandum for signature of the Administrative Service Director addressed to the requester	None	3 Hours	PSAMD Technical Staff

	to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines.			
2. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority	683218576. Review the documents submitted: 2.1. If not complete - Prepare Memorandum for Accountable Officer to require compliance 2.2. If complete – Prepare endorsement letter to Commission on Audit for Request for Relief to be signed by Undersecretary for GASSG. a. Forward the signed endorsement to COA copy furnished the Accountable Officer.	None	3 hours	PSAMD Technical Staff

on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)				
3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision	3. Provide Technical Assistance as follows: 3.1. Request Granted – a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Director, copy furnished the Accountable Officer	None	3 hours	PSAMD Technical Staff

	<p>b. Update records/PREMI S</p> <p>3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement</p>			
4. Submit replacement unit in accordance with COA Decision	<p>4. Request presence of COA representative during inspection of replacement unit</p> <p>4.1. Analyze the specification of offered replacement item.</p> <p>4.2. Accept replacement unit upon concurrence of COA representative</p> <p>4.3. Prepare necessary documentation/ update record in PREMIS</p> <p>4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the</p>		<p>1 Hour</p> <p>1 Hour</p> <p>2 Hours</p>	PSAMD Technical Staff

	Books of Account.			
5. Pay the value of property in accordance with the COA Decision	5. Provide assistance as to the mode of payment 5.1. Prepare Memorandum to FMS for the receipt of payment; or 5.2. Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS		3 hours	PSAMD Technical Staff
TOTAL:		None	16 HOURS , 10 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues

	and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS-PSAMD through 02-8931-9145 or through email: property@dswd.gov.ph
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

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

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Complex
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		1. From PSAMD Office through PREMIS 2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP received by COA	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer 1.1 Review the Request and RLSDDP	None	5 mins	PSAMD Staff
	1.2 Assigned the request to concerned Technical Staff	None	5 mins	PSAMD CAO
	1.3 Review the Request. a. If not complete - Return to Accountable Officer for Compliance b. If complete – Prepare Memorandum on the recommendation relative to request to Undersecret	None	4 hours	PSAMD Technical Staff

	ary for GASSG to be signed by the AS- Director 1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/ Replacement of Lost Property.			
2. Submit compliance on the approved recommendation of settlement.	2. Reimbursement 2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division. 2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment. 2.3 Update PREMIS as to the settlement of property accountability. 2. Replacement 2.1 Inspection of the offered replacement item.	None	1 hour	PSAMD Technical Staff

	<p>a. If not compliant – Returned the item/s to Accountable Officer for compliance.</p> <p>b. If compliant – Updates record in PREMIS</p> <p>2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account..</p>			
TOTAL:		None	5 HOURS , 10 MINUTES	

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 on the lost/stolen/destroyed/damaged property.
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 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>

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 02-8931-9145 or through email: property@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478-5091 / 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>

11. Technical Assistance for Corrective and/or Preventive Maintenance

This type of technical assistance shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by expertise of the skilled personnel under Building and Grounds Management Division.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of electronic generated TA request	- Designated GSeTS focal/alternate person of the requesting office shall access their General Services e-Ticketing System (GSeTS) to submit online request.
2. One (1) accomplished Manual Technical Assistance Request (Form No: AS-BGMD-0003)	- In the absence of the electronic system, the requesting office shall fill-out the manual request form readily available at BGMD office then submit once accomplished. It should be approved and verified by the head of their office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GSeTS focal/alternate person of the requesting office shall submit request through General Services e-Ticketing System (GSeTS). - In the absence of the electronic system, OBSU shall submit manual TA request form and later encode the request once system is available.	1.1. Access the GSeTS to review and evaluate all submitted requests regularly.	None	30 minutes	Administrative Staff (GSeTS Focal/Alternate Personnel)
	1.2. Print all the accepted TA and forward to responsible skilled personnel.	None	30 minutes	Administrative Officer II (BGMD GSeTS Administrator)
	1.3. Assigned skilled personnel shall conduct visual inspection and evaluate the specific request. - If upon inspection and further analysis, the	None	1 day	Administrative Aide IV to VI (Skilled Personnel)

	<p>work required has other areas of concern, assign to another skilled personnel who can better perform the job.</p> <p>- If it can be resolved within the assigned staff's level, perform/implement the actual work needed.</p>			
	<p>1.4. Upon completion of work, turn-over the output to the requesting office for acceptance and/or adjustment if any.</p> <p>- Assigned staff shall perform immediate adjustment to satisfy the requesting office.</p>	None	1 hour	<p>Administrative Staff (GSeTS Focal/Alternate Personnel)</p> <p>Administrative Aide IV to VI (Skilled Personnel)</p>
2. Once accepted, the Customer Feedback Form (AS-GF-07) shall be accomplished and submitted to AS-BGMD for filing and monitoring.	2.1. Copy of Customer Feedback Form shall attached to printed GSeTS request and submit to BGMD's General Foreman for encoding, filing and monitoring	None	1 hour	<p>Administrative Staff (GSeTS Focal/Alternate Personnel)</p> <p>Construction and Maintenance General Foreman</p>
Total:		None	1 day & 3 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>At the end of the work/request and upon final acceptance of the requesting office, the assigned staff from AS-BGMD shall present the Customer Feedback Form (AS-GF-07) attached in the TA request and give them ample time to accomplish the form.</p> <p>The accomplished form shall be submitted to AS-BGMD not later than 3 days upon received.</p>
How feedbacks are processed	<p>Once submitted, the General Foreman shall check and evaluate the accomplished form.</p> <p>It will be encoded in the TA Accomplishment Monitoring template for reportorial purposes.</p> <p>Accomplished form with concern shall be resolved immediately by the relevant BGMD staff by communicating/coordinating to the requesting office/s.</p>
How to file a complaint	<p>The requesting office may write their complaint in the Customer Feedback Form (AS-GF-07) prior to submission to AS-BGMD.</p> <p>Complaints can also be filed via telephone. For inquiries and follow-ups, requesting office may contact the telephone number 8-442-7856 local 518.</p>
How complaints are processed	<p>Upon received of the complaint via Customer Feedback form or telephone, the relevant BGMD staff shall start the investigation to the issue/concern and resolve immediately.</p> <p>If written explanation is needed, relevant BGMD staff shall draft communication letter to be submitted to Engr. Alfredo C. Evangelista II, BGMD OIC-Chief and to Atty. Karina Antonette A. Agudo, Officer-In-Charge, Administrative Service for reference and approval.</p> <p>Approved communication letter shall be sent to the complainant.</p>
Contact Information	<p>Engr. Alfredo C. Evangelista II OIC-Chief, AS-BGMD 8-442-7856 Local 518</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CSC: feedback@csc.gov.ph 0908-881-6565 (SMS)</p>

12. Technical Assistance for Repair, Replacement, In-House Fabrication, Construction and/or Renovation

This particular request is highly technical (major work) that can be completed in a couple of weeks and/or months depending on the complexity of the requests and including the duration of the material procurement process. It will be evaluated performed and supervised by the skilled personnel and Engineer/Architect under Building and Grounds Management Division.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of electronic generated TA request	- Designated GSeTS focal/alternate person of the requesting office shall access their General Services e-Ticketing System (GSeTS) to submit online request.
2. One (1) accomplished Manual Technical Assistance Request (Form No: AS-BGMD-0003)	- In the absence of the electronic system, the requesting office shall fill-out the manual request form readily available at BGMD office then submit once accomplished. It should be approved and verified by the head of their office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GSeTS focal/alternate person of the requesting office shall submit request through General Services e-Ticketing System (GSeTS). - In the absence of the electronic system, OBSU shall submit manual TA request form and later	1.1. Access the GSeTS to review and evaluate all submitted requests regularly.	None	30 minutes	Administrative Staff (Focal and/or Alternate Personnel)
	1.2. Print all the accepted TA and forward to responsible technical staff and/or skilled personnel.	None	10 minutes	Administrative Officer II (BGMD GSeTS Administrator)
	1.3. Assigned technical staff/skilled personnel shall conduct visual inspection and evaluate the specific request.	None	1 day	Engineer/Architect or Administrative Aide IV to VI (Skilled Personnel)

encode the request once system is available.				
2. Ensure the any request related to repair and/or replacement shall be coordinated with the DSWD Inspection Committee and secure Pre-Repair Inspection Report.	1. Prepare all necessary documents such as: a. Plans/Layout b. Bill of Materials c. Program/Schedule of Works	None	3-7 days	Administrative Staff (Focal and/or Alternate Personnel) Engineer/Architect or Administrative Aide IV to VI (Skilled Personnel)
	2.2. Endorse the approved document(s) to the requesting office	None	1 hour	Administrative Aide IV
3. The requesting office's Procurement Officer shall prepare the Requisitions and Issue Slip (RIS) and Purchase Request (PR) and facilitate the rest of the procurement process	Awaiting for the notice from the requesting office.	None	Varies (Depending on the actual delivery schedule of the materials)	OBSU's Procurement Officer
4. Notify BGMD office once all materials needed are available to begin with the implementation. - BGMD will not accept and/or safe keep any	4.1. If the materials are available after having RIS, assigned personnel may proceed with the implementation of the work. Oppositely, wait for the delivery of materials.	None	1-3 days	Administrative Staff (Focal and/or Alternate Personnel) Administrative Aide IV to VI (Skilled Personnel)

partial issuance of materials. - Requesting office shall ensure the completeness of the materials.	4.2. Upon completion of work, turn-over the output to the requesting office for acceptance and/or adjustment if any. - Assigned staff shall perform immediate adjustment to satisfy the requesting office.	None	1 hour	
5. Once accepted, the Customer Feedback Form (AS-GF-07) shall be accomplished and submitted to AS-BGMD for filing and monitoring.	5.1. Copy of Customer Feedback Form shall attached to printed GSeTS request and submit to BGMD's General Foreman for encoding, filing and monitoring	None	1 hour	Administrative Staff (Focal and/or Alternate Personnel) Construction and Maintenance General Foreman
Total:		None	1-3 months	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the end of the work/request and upon final acceptance of the requesting office, the assigned staff from AS-BGMD shall present the Customer Feedback Form (AS-GF-07) attached in the TA request and give them ample time to accomplish the form. The accomplished form shall be submitted to AS-BGMD not later than 3 days upon received.
How feedbacks are processed	Once submitted, the General Foreman shall check and evaluate the accomplished form. It will be encoded in the TA Accomplishment Monitoring template for reportorial purposes. Accomplished form with concern shall be resolved immediately by the relevant BGMD staff by communicating/ coordinating to the requesting office/s.
How to file a complaint	The requesting office may write their complaint in the Customer Feedback Form (AS-GF-07) prior to submission to AS-BGMD. Complaints can also be filed via telephone. For inquiries and follow-ups, requesting office may contact the telephone number 8-442-7856 local 518.

How complaints are processed	<p>Upon received of the complaint via Customer Feedback form or telephone, the relevant BGMD staff shall start the investigation to the issue/concern and resolve immediately.</p> <p>If written explanation is needed, relevant BGMD staff shall draft communication letter to be submitted to Engr. Alfredo C. Evangelista II, BGMD OIC-Chief and to Atty. Karina Antonette A. Agudo, Officer-In-Charge, Administrative Service for reference and approval.</p> <p>Approved communication letter shall be sent to the complainant.</p>
Contact Information	<p>Engr. Alfredo C. Evangelista II OIC-Chief, AS-BGMD 8-442-7856 Local 518</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CSC: feedback@csc.gov.ph 0908-881-6565 (SMS)</p>

13. Technical Assistance for Engineering and Architectural Concerns

This technical assistance is particular to the Engineer and Architect expertise such as provision of technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of electronic generated TA request	- Designated GSeTS focal/alternate person of the requesting office shall access their General Services e-Ticketing System (GSeTS) to submit online request.
2. One (1) accomplished Manual Technical Assistance Request (Form No: AS-BGMD-0003)	- In the absence of the electronic system, the requesting office shall fill-out the manual request form readily available at BGMD office then submit once accomplished. It should be approved and verified by the head of their office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. GSeTS focal/alternate person of the requesting office shall submit request through General Services e-Ticketing System (GSeTS).</p> <p>- In the absence of the electronic system, OBSU shall submit manual TA request form and later encode the request once system is available.</p>	1.1. Access the GSeTS to review and evaluate all submitted requests regularly.	None	30 minutes	Administrative Staff (Focal and/or Alternate Personnel)
	1.2. Print all the accepted TA and forward to responsible Engineer/Architect.	None	30 minutes	Administrative Officer II (BGMD GSeTS Administrator)
	1.3. Assigned Engineer/Architect shall conduct visual inspection and evaluate the specific request.	None	1 day	Engineer/Architect
	1.4. Prepare the necessary documents such as: d. Plans/Layout e. Bill of Materials f. Program/Schedule of Works g. Technical Specification	None	7-10 days	Engineer/Architect
	1.5. All documents shall be subjected for the approval of the BGMD Division Chief and Administrative Service (AS) Head if necessary.	None	1 hour	Administrative Aide IV

	1.6. Other documents that needs approval from the Officer-In-Charge of Administrative Service, it shall be signed and approved prior to the endorsement to the requesting office.	None	2 hours	
	1.7. Endorse the approved document(s) to the requesting office	None	1 hour	
2. Review and approve the submitted document/s.	2.1. If found to have revision/adjustment on the submitted documents, assigned Engineer/ Architect shall conduct necessary revision/adjustment.	None	1-3 days	Requesting Office Engineer/ Architect
	2.2. Repeat Step 1.5 up to Step 2.			
3. Once approved, the Customer Feedback Form (AS-GF-07) shall be accomplished and submitted to AS-BGMD for filing and monitoring.	3.1. Copy of Customer Feedback Form shall attached to printed GSeTS request and submit to BGMD's General Foreman for encoding, filing and monitoring	None	1 hour	Administrative Staff (Focal and/or Alternate Personnel) Construction and Maintenance General Foreman
Total:		None	14-21 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>At the end of the work/request and upon final acceptance of the requesting office, the assigned staff from AS-BGMD shall present the Customer Feedback Form (AS-GF-07) attached in the TA request and give them ample time to accomplish the form.</p> <p>The accomplished form shall be submitted to AS-BGMD not later than 3 days upon received.</p>
How feedbacks are processed	<p>Once submitted, the General Foreman shall check and evaluate the accomplished form.</p> <p>It will be encoded in the TA Accomplishment Monitoring template for reportorial purposes.</p> <p>Accomplished form with concern shall be resolved immediately by the relevant BGMD staff by communicating/COORDINATING to the requesting office/s.</p>
How to file a complaint	<p>The requesting office may write their complaint in the Customer Feedback Form (AS-GF-07) prior to submission to AS-BGMD.</p> <p>Complaints can also be filed via telephone. For inquiries and follow-ups, requesting office may contact the telephone number 8-442-7856 local 518.</p>
How complaints are processed	<p>Upon received of the complaint via Customer Feedback form or telephone, the relevant BGMD staff shall start the investigation to the issue/concern and resolve immediately.</p> <p>If written explanation is needed, relevant BGMD staff shall draft communication letter to be submitted to Engr. Alfredo C. Evangelista II, BGMD OIC-Chief and to Atty. Karina Antonette A. Agudo, Officer-In-Charge, Administrative Service for reference and approval.</p> <p>Approved communication letter shall be sent to the complainant.</p>
Contact Information	<p>Engr. Alfredo C. Evangelista II OIC-Chief, AS-BGMD 8-442-7856 Local 518</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CSC: feedback@csc.gov.ph 0908-881-6565 (SMS)</p>

14. 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 weekends even without request from OBSU. This process is applicable only to those OBSU wishes to have a special sanitation and disinfection of their offices during the normal operation hours provided that the request must be properly coordinated with the Human Resource Management and Development Service (HRMDS) and Administrative Service for recommendation and approval.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of electronic generated TA request	- Designated GSeTS focal/alternate person of the requesting office shall access their General Services e-Ticketing System (GSeTS) to submit online request.
2. One (1) accomplished Manual Technical Assistance Request (Form No: AS-BGMD-0003)	- In the absence of the electronic system, the requesting office shall fill-out the manual request form readily available at BGMD office then submit once accomplished. It should be approved and verified by the head of their office.
3. Email/letter request	- The requesting office shall submit their request thru email to admin@dswd.gov.ph and hrmds@dswd.gov.ph for approval and recommendation.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GSeTS focal/alternate person of the requesting office shall submit request through General Services e-Ticketing System (GSeTS). - In the absence of the	1.1. Access the GSeTS to review and evaluate all submitted requests regularly.	None	30 minutes	Administrative Staff (Focal and/or Alternate Personnel)
	1.2. Print all the accepted TA and forward to General Foreman.	None	30 minutes	Administrative Officer II (BGMD GSeTS Administrator)

<p>electronic system, OBSU shall submit manual TA request form and later encode the request once system is available.</p> <p>- Ensure that the request shall be properly coordinated with HRMDS and AS, and with approval.</p>	<p>1.3. General Foreman to verify the availability of disinfection team and the pending schedule (if any).</p> <p>- BGMD has the right to reject the requested date/time of the requesting office. Hence, the General Foreman shall inform the requesting office the next available day/time of sanitation and disinfection.</p>	None	15 minutes	General Foreman
<p>2. Confirm and approve the final date/time of sanitation and disinfection schedule.</p>	<p>2.1. BGMD disinfection team shall prepare all necessary preparation and monitors the following requirements prior to the execution:</p> <p>a. Wear disposable or impermeable gloves and gowns for all tasks in the cleaning process, including handling trash.</p> <p>b. Wear additional personal protective</p>	None	1 hour	<p>Requesting Office</p> <p>BGMD Disinfection Team</p>

	<p>equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash, if any.</p> <p>c. If there is a shortage of PPEs, wash hands often with soap and water for at least 20 seconds.</p> <p>d. Gloves and gowns should be carefully removed to avoid contamination of the wearer and the surrounding area. These shall be disposed in a classified waste bin, yellow garbage bag/bin, which shall be disinfected afterwards and picked-up by the Local government Unit's Garbage Collector (service provider).</p> <p>e. Change clothes immediately</p>			
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	<p>after the cleaning and disinfecting activity.</p> <p>f. Always wash immediately after removing gloves.</p> <p>g. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 70% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.</p>			
	<p>BGMD disinfection team shall proceed to the area to be sanitized and disinfect, and implement the following:</p> <p>a. Observe the health and safety precautions. No employees shall be allowed to enter the premises of the office during the scheduled sanitation and disinfection activity.</p>	None	2 hrs	BGMD Disinfection Team

	<p>b. Properly spray all the areas of the office using the Knapsack sprayer. This shall cover all external structures of the premises. The said sprayer emits disinfectant solution composed of zonrox and anitibacterial agent.</p> <p>c. After the activity, advised the GSD personnel to begin with the cleaning and sanitizing the whole office area including the office equipment, furniture and fixtures.</p>			
	<p>Upon completion, BGMD disinfection team shall notify the General Foreman to coordinate with the requesting office.</p> <ul style="list-style-type: none"> - Advise the requesting office to wait for at least two hours in order to avoid the possible inhalation of chemicals that may 	None	10 minutes	BGMD Disinfection Team

	affect their health.			
3. The requesting office shall accomplish the Customer Feedback Form (AS-GF-07) as evidence of the acceptance and completion of request.	3.1. Copy of Customer Feedback Form shall attached to printed GSeTS request and submit to General Foreman for encoding, filing and monitoring	None	1 hour	Administrative Staff (Focal and/or Alternate Personnel) Construction and Maintenance General Foreman
Total:		None	5 hours and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>At the end of the work/request and upon final acceptance of the requesting office, the assigned staff from AS-BGMD shall present the Customer Feedback Form (AS-GF-07) attached in the TA request and give them ample time to accomplish the form.</p> <p>The accomplished form shall be submitted to AS-BGMD not later than 3 days upon received.</p>
How feedbacks are processed	<p>Once submitted, the General Foreman shall check and evaluate the accomplished form.</p> <p>It will be encoded in the TA Accomplishment Monitoring template for reportorial purposes.</p> <p>Accomplished form with concern shall be resolved immediately by the relevant BGMD staff by communicating/ coordinating to the requesting office/s.</p>
How to file a complaint	<p>The requesting office may write their complaint in the Customer Feedback Form (AS-GF-07) prior to submission to AS-BGMD.</p> <p>Complaints can also be filed via telephone. For inquiries and follow-ups, requesting office may contact the telephone number 8-442-7856 local 518.</p>
How complaints are processed	<p>Upon received of the complaint via Customer Feedback form or telephone, the relevant BGMD staff shall start the investigation to the issue/concern and resolve immediately.</p> <p>If written explanation is needed, relevant BGMD staff shall draft communication letter to be submitted to Engr. Alfredo C. Evangelista II,</p>

	BGMD OIC-Chief and to Atty. Karina Antonette A. Agudo, Officer-In-Charge, Administrative Service for reference and approval. Approved communication letter shall be sent to the complainant.
Contact Information	Engr. Alfredo C. Evangelista II OIC-Chief, AS-BGMD 8-442-7856 Local 518 ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8-478-5093 PCC: pcc@malacanang.gov.ph 8888 CSC: feedback@csc.gov.ph 0908-881-6565 (SMS)

LIST OF REGIONAL OFFICES

NAME OF OFFICES	ADDRESS	CONTACT INFORMATION
DSWD Field Office I	Quezon Ave., San Fernando City, La Union	Tel/Fax: (072) 687-8000 http://www.fo1.dswd.gov.ph
DSWD Field Office II	Regional Government Center, Carig, Tuguegarao City	Tel/Fax: (078) 304-05-86 http://www.fo2.dswd.gov.ph
DSWD Field Office III	Diosdado Macapagal Government Center, Maimpis, San Fernando, Pampanga	Tel. No.: (045) 961-21-43 Local 108 http://www.fo3.dswd.gov.ph
DSWD Field Office IV-A	Alabang-Zapote Road, Alabang, Muntinlupa City	Tel/Fax: (02) 807-71-02 http://www.fo4a.dswd.gov.ph
DSWD Field Office IV-B	1680 F.T. Benitez corner Gen. Malvar St., Malate, Manila	Tel. No.: (02) 525-24-45 Local 110 http://www.fo4b.dswd.gov.ph
DSWD Field Office V	Magnolia St., PBN Buraguis, Legazpi City, Albay	Tel. No.: (052) 480-04-25 http://www.fo5.dswd.gov.ph
DSWD Field Office VI	M H del Pilar St., Molo, Iloilo City	Tel. No. : (033) 503-37-03 Direct Line: (033) 337-62-21 http://www.fo6.dswd.gov.ph
DSWD Field Office VII	M.J. Cuenco Ave. corner Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 231-21-72 http://www.fo7.dswd.gov.ph
DSWD Field Office VIII	Magsaysay Boulevard, Tacloban City, Leyte	Tel/Fax: (053) 321-30-90 http://www.fo8.dswd.gov.ph
DSWD Field Office IX	Gen. Vicente Alvarez St., Zone 4, Zamboanga City	Tel/Fax: (062) 991-10-01 http://www.fo9.dswd.gov.ph

DSWD Field Office X	Masterson Ave., Upper Carmen, Cagayan de Oro City	Trunkline: (088) 858-81-34; 858-89-59 http://www.fo10.dswd.gov.ph
DSWD Field Office XI	Ramon Magsaysay Ave, D Suazo St, Davao City, Davao del Sur	Tel/Fax: (082) 226-28-57 http://www.fo11.dswd.gov.ph
DSWD Field Office XII	Purok Bumanaag, Brgy. Zone III, Koronadal City, South Cotabato	Tel. No.: (083) 228-20-86 http://www.fo12.dswd.gov.ph
DSWD Field Office NCR	389 San Rafael St. corner Legarda St., Sampaloc, Manila	Tel. Nos.: (02) 733-00-10 to 14 http://www.ncr.dswd.gov.ph
DSWD Field Office CAR	#40 North Drive, Baguio City	Tel/Fax: (074) 446-59-61 http://www.car.dswd.gov.ph
DSWD Field Office CARAGA	JF Rosales Avenue, Butuan City, Agusan del Norte	Tel. No.: (085) 342-5619 http://www.caraga.dswd.gov.ph

15. Processing of Incoming Mail

Administrative Service-Records and Archives Management Division (AS – RAMD) as the central receiving of communications in the Department, shall receive communications from the stakeholders/interested parties that shall be review, encode document details in the Enhanced Document and Transaction Management System (EDTMS) and disseminate to DSWD Office/s by AS-RAMD staff.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Simple
Type of Transaction	G2C Government-to-Citizens G2B Government-to-Businesses G2G Government-to-Government
Who may avail	Private Individual, Government Agencies, DSWD Stakeholders and Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication/mail with complete attachment to be received at the DSWD-Records and Archives Management Division (DSWD-RAMD), DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.	To be accomplished and submitted by the interested parties to the DSWD-AS-RAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Present the communication/ mail together with the receiving copy to the DSWD-RAMD staff	1. Review and stamp "Receive" in the receiving copy of the interested parties	None	1-2 minutes	Requesting Party Edgar Paul P. Duran <i>Administrative Aide IV</i> John Paul R. Navida <i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded communication/ mail for future reference	Assign concerned RAMD staff 2.1 Review and encode document details in the System 2.2. Prepare Delivery Receipt	None	3-5 minutes	Bernard Murillo, Jr. <i>Admin. Aide IV</i>
	3. Review and sign/ approve Delivery Receipt	None	1-2 minutes	Chilova Clarisse A. Barraca <i>Head, Records Processing Section</i>
	4. Disseminate document to the recipient 5. Update status in the system and file the receiving copy	None	10-15 minutes	Bernard Murillo, Jr. <i>Admin. Aide IV</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative

	Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

16. Processing of Outgoing Mail

Administrative Service-Records and Archives Management Division (AS – RAMD) as the central mailing of communications in the Department, shall receive communications from the DSWD office/s that shall be review, encode document details in the Enhanced Document and Transaction Management System and disseminate to Private Individual, Government Agencies, DSWD Field Offices, Stakeholders and Partners through Philippine Postal, messengerial and courier services of the AS-RAMD.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Simple
Type of Transaction	G2G Government-to-Government G2C Government-to-Citizens G2B Government-to-Businesses
Who may avail	DSWD Central Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication/mail with complete attachment and Records Transmittal Sheet (GASRAMD-RPS-01) to be received at the AS-RAMD	To be accomplished and submitted by the requesting party to the DSWD-AS-RAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication /mail in proper mailing format	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party

and complete attachment and Records Transmittal Sheet (GASRAMD-RPS-01) together with the receiving copy to the DSWD-RAMD				Edgar Paul Duran <i>Admin. Aide IV</i> John Paul R. Navida <i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	2. Assign concerned RAMD staff to: 2.1. Review and encode document details in the System 2.2. Prepare Delivery Receipt for the respective recipient	None	3-5 minutes	Virginia Ponferrada <i>Administrative Aide II</i> Ma. Rodelyn Paloma <i>Admin. Aide IV</i> Jovy Corteza <i>Admin. Aide IV</i> Albert John Fiesta <i>Admin. Aide IV</i>
	3. Review and sign/ approve Delivery Receipt	None	1-2 minutes	Chilova Clarisse A. Barraca <i>Head, Records Processing Section</i>
	4. Prepare documents for mailing: 4. 1 For courier: Attach Proof of Delivery (POD) 4. 2 For postal: Attach necessary stamp 4.3 For messengerial: Prepare Messenger Locator Slip	None	5-10 minutes	Virginia Ponferrada <i>Administrative Aide II</i> Ma. Rodelyn Paloma <i>Admin. Aide IV</i> Jovy Corteza <i>Admin. Aide IV</i> Albert John Fiesta <i>Admin. Aide IV</i> Eldrine Equiz <i>Admin. Aide II</i>

				Jhon John Carlo Magallanes <i>Admin. Asst. II</i>
	5. Disseminate document to the recipient 5.1 Private Courier 5.2. Philpost 5.3. Messengerial	None	c/o private courier c/o Philpost within 8 working hours	Private courier Philpost John Paul Mariano <i>Admin. Aide IV</i> Eldrine Equiz <i>Admin. Aide II</i> Jhon John Carlo Magallanes <i>Admin. Asst. II</i>
	6. Update status in the system and file the receiving copy		3-5 minutes	Virginia Ponferrada Ma. Rodelyn Paloma Jovy Corteza Albert John Fiesta John Paul Mariano Eldrine Equiz Jhon John Carlo Magallanes

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Upon submission of the communication, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution

How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

17. Certification and Dissemination of Administrative Issuance

Administrative Service-Records and Archives Management Division (AS – RAMD) as the central mailing of communications in the Department, shall receive Administrative issuances from the DSWD Offices and Stakeholders that shall be review for numbering, certification, dissemination, digitization in the Document Management System and archival in the Mobile File Compactor of the AS-RAMD.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Simple
Type of Transaction	G2G Government-to-Government G2B Government-to-Businesses
Who may avail	DSWD Central Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication/mail with complete attachment to be received at the AS-RAMD	To be accomplished and submitted by the requesting party to the DSWD-AS-RAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication/mail in proper mailing format and	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party Edgar Paul Duran

complete attachment together with the receiving copy to the DSWD-RAMD				<i>Admin. Aide IV</i> John Paul R. Navida <i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	2. Assign concerned RAMD staff to: 2.1. Review and encode document details in the System 2.2. Assign number series, reproduce copies for certification 2.3. Prepare Delivery Receipt	None	5-10 minutes	Horacio Samson Jr. <i>Administrative Assistant III</i>
	3. Review and certified true copies of issuances	None	5 minutes	Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>
	4. Prepare, review and approve delivery receipt	None	5 minutes	Horacio Samson Jr. <i>Administrative Assistant III</i>
3. Receive “Certified True Copy” of issuance	5. Disseminate certified true copy to concerned OBS, RAMD Outgoing staff (for dissemination to FOs and Attached and Supervised Agencies) and or send thru email blasting and file relevant records	none	Ten (10) minutes	Horacio Samson Jr. <i>Administrative Assistant III</i> Jason David Acosta <i>Admin. Aide IV</i> Virginia Ponferrada <i>Administrative Aide II</i> Ma. Rodelyn Paloma <i>Admin. Aide IV</i> Jovy Corteza <i>Admin. Aide IV</i> Albert John Fiesta <i>Admin. Aide IV</i>

				Eldrine Equiz <i>Admin. Aide II</i> John Paul Mariano <i>Admin. Aide IV</i> Jhon John Carlo Magallanes <i>Admin. Assistant II</i>
	6. Update status of issuance in the system and file relevant records	none	1-2 minutes	Horacio Samson Jr. <i>Administrative Assistant III</i>
	7. Digitize and upload original copy of issuances in the Documents Management System and archive in the Mobile File Compactor	none	5 minutes 5 minutes	Ryan Lamigo <i>Administrative Officer II</i> Pamela Bernardo <i>Admin. Asst. III</i> Arianne Carmona <i>Admin. Asst. II</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution.
How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.

How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

18. Request for Technical Assistance

Administrative Service-Records and Archives Management Division (AS – RAMD) provides technical support for proper disposition of documents in accordance with rules and regulations of the National Archives of the Philippines and the approved Records Disposition Schedule of the Department.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Highly Technical
Type of Transaction	G2G Government-to-Government
Who may avail	DSWD Central Office and Field Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present either of the following to the AS-RAMD: 1. Request letter to be received at the AS-RAMD with attach Technical Assistance Request Form (GASRAMD-RMMS-01) 2. Electronic Technical Assistance Request	To be accomplished and submitted by the requesting party to the AS-RAMD General Services e-Ticketing System (GSeTS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the letter request and/or GASRAMD-RMMS-01: Technical Assistance Request Form together with the receiving copy to the AS-RAMD	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party Edgar Paul Duran <i>Admin. Aide IV</i> John Paul R. Navida

				<i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	2. Review request for availability of schedule and assign to concerned staff	None	1-2 minutes	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>
3. Receive the Reply letter and will prepare for the scheduled date of activity	3. Assign concerned RAMD staff to: 3.1 Review and encode document details in the System 3.2. Prepare Reply letter 3.2.1. If venue is outside DSWD, prepare Special Order to personnel who will render Technical Assistance	None	1-2 minutes 30 minutes	Pamela Bernardo <i>Admin. Asst. III</i> Chilova Clarisse Barraca <i>Administrative Officer III/Head, RPS</i>
	4. Conduct Technical Assistance on the scheduled date 4.1. Provide satisfaction survey form to participant/s 4.2. Prepare and submit feedback report	None	Depends on the TA being requested	RAMD technical staff
	5. Update status of request in the system and file relevant records	None	1-2 minutes	RAMD technical staff

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis.

	AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

19. Disposal of Valueless Records

Administrative Service-Records and Archives Management Division (AS – RAMD) provides technical support for proper disposal of valueless records pursuant with rules and regulations of the National Archives of the Philippines. This records have already reached its retention period based on the approved Records Disposition Schedule of the Department and not involved nor connected in any administrative or judicial cases.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Highly Technical
Type of Transaction	G2G Government-to-Government
Who may avail	DSWD Central Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present request letter with attached Records Disposal Request Form (GASRAMD-RMMS-03) to the AS-RAMD	To be accomplished and submitted by the requesting party to the AS-RAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the letter request with GASRAMD-RMMS-03: Records Disposal Request together with the receiving copy to the AS-RAMD	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party Edgar Paul Duran <i>Admin. Aide IV</i> John Paul R. Navida <i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	2. Review and assign to concerned staff	None	5 minutes	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AS-RAMD	Assign concerned RAMD staff to: 3.1. Appraise records listed per DSWD RDS and NAP GRDS 3.2. Conduct ocular inspection 3.2.1. If there are findings, provide copy of Request Disposal Form to OBS indicating the findings/reason for disapproval	None	1 hour	Dolores Salem <i>Admin. Officer II</i> Ma. Fatima Belara <i>Admin. Officer II</i>
4. Turn-over of requested records for disposal to AS-RAMD	4. If approved, accept records for disposal 4.1. Store requested records for disposal to the Records Data Center	None	30 minutes	Dolores Salem <i>Admin. Officer II</i> Ma. Fatima Belara <i>Admin. Officer II</i>
	5. Review and approved Request for Disposal Form	None	5 minutes	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>
5. Receive copy of approved Request for Disposal Form	6. Provide copy of approved Request Disposal Form to OBS indicating the date of	None	5 minutes	Dolores Salem <i>Admin. Officer II</i>

	received of documents and action taken for reference purposes			Ma. Fatima Belara <i>Admin. Officer II</i>
6. File the received form for future reference.	7. Update status of request in the system and file relevant records	None	1-2 minutes	Dolores Salem <i>Admin. Officer II</i> Ma. Fatima Belara <i>Admin. Officer II</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution
How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

20. Archiving of Vital /Permanent Records

Administrative Service-Records and Archives Management Division (AS – RAMD) provides technical support for proper archival of vital/permanent records of the Department in accordance with rules and regulations of the National Archives of the Philippines and approved Records Disposition Schedule of the Department. This records shall be digitize, upload in the Documents Management System and archive in the Mobile File Compactor of the AS-RAMD.

Office	AS - RECORDS AND ARCHIVES MANAGEMENT DIVISION
Classification	Highly Technical
Type of Transaction	G2G Government-to-Government
Who may avail	DSWD Central Office officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present request letter with attached Records Archival Request Form (GASRAMD-RMMS-04) to the AS-RAMD.	To be accomplished and submitted by the requesting party to the AS-RAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request with GASRAMD-RMMS-04: Records Archival Request together with the receiving copy to the AS-RAMD	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party Edgar Paul Duran <i>Admin. Aide IV</i> John Paul R. Navida <i>Administrative Aide IV</i>
2. Keep the receiving copy of the forwarded	2. Review and assign to concerned staff	None	5 minutes	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>

communication/mail for future reference				
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AS-RAMD	3. Assign concerned RAMD staff to: 3.1. Appraise records listed as per set rules and guidelines of NAP 3.2. Conduct ocular inspection 3.2.1. If there are findings, provide copy of Records Archival Request Form to OBS indicating the findings/ reason for disapproval	None	1 hour	Pamela Bernardo <i>Admin. Asst. III</i> Arianne Carmona <i>Admin. Asst. II</i>
4. Turn-over of records for archival to AS-RAMD	4. If approved, accept records for archival 4.1. Digitize and upload records in the Document Management System 4.2. Archive records in the Mobile File Compactor	None	30 minutes	Ryan Lamigo <i>Administrative Officer II</i> Pamela Bernardo <i>Admin. Asst. III</i> Arianne Carmona <i>Admin. Asst. II</i>
	5. Review and approved Records for Archival Request Form	None	5 minutes	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i>
'5. Receive copy of approved Records Archival Request Form	'6. Provide copy of approved Records Archival Request Form to OBS indicating the date of received of documents and action taken for reference purposes	None	5 minutes	Pamela Bernardo <i>Admin. Asst. III</i> Arianne Carmona <i>Admin. Asst. II</i>

'6. File the received form for future reference.	'7. Update status of request in the system and file relevant records	None	5 minutes	Pamela Bernardo <i>Admin. Asst. III</i> Arianne Carmona <i>Admin. Asst. II</i>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon submission of the communication, stakeholders/interested parties are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AS-RAMD.
How feedbacks are processed	Accomplished customer survey form is consolidated in monthly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions for execution.
How to file a complaint	Interested parties may submit complaint letter address to Atty. Karina Antonette A. Agudo, Officer In-Charge, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. A reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> (02) 8-951-7119

21. Request for Air Transport Service

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

Office	AS – General Services Division
Classification	Simple
Type of Transaction	G2G Government-to-Government
Who may avail	DSWD Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit the following documents to the Administrative Service-General Services Division (AS-GSD) System Administrator: 1. Air Transport Order (ATO) 2. Authority to Travel	Concerned Office, Bureau, and Service (OBS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Air Transport Order (ATO) with the following details: Name of employee Scheduled flights Place of destination 2. Authority to Travel	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party <i>EDTMS Controller</i>
3. Keep the receiving copy of the ATO and the Authority to Travel	2. Review/validate the ATO and Authority to Travel;	None	1-2 minutes	
	3.1 Check and validate if concerned OBS is updated with their	None	30 minutes	

	<p>respective payments through the online portal system.</p> <p>3.2. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened.</p> <p>3.3. If concerned OBS has been found to have long over due accounts,, access to the portal system shall not be opened.</p>			<i>Admin. Officer (System Administrator)</i>
4. Receive an e-mail to proceed with the conduct of the booking of scheduled flights.	3.4. Prepare an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights though the online portal system.	None	5-10 minutes (depending on the number of officials listed on the ATO)	<i>Admin. Officer (System Administrator)</i>
5. ATRO to conduct the booking of flights though the online portal system.	3.5 Monitor the processing of payments of the booked flights	None	5-10 minutes	Administrative Assistant II

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At any given time on random, internal clients are requested to accomplish the Customer Feedback Form to be given by the AS-GSD-Accounts Management and Bills Payment Section.
How feedbacks are processed	<p>Accomplished customer survey form is consolidated in quarterly basis.</p> <p>AS-GSD-AMBPS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>

How to file a complaint	DSWD personnel may submit complaint letter address to Atty. Karina Antonette A. Agudo, OIC, Administrative Service, DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.			
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant			
Contact Information	Ms. Emylou [. Miravalles <i>OIC – Division Chief, AS-GSD</i> <i>(02) 8-931-81-01 loc. 500</i>			
5.Receive copy of approved Records Archival Request Form	5.Provide copy of approved Records Archival Request Form to OBS indicating the date of received of documents for reference purposes	None	5 minutes	Admin. Asst. III
6.File the received form for future reference.	6.Update status of request in the system and file relevant records	None	5 minutes	Admin. Asst. III

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the approved Records Archival Request Form, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the AS-RAMD technical staff.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter addressed to Director Nicomedes Claro P. Suller, Administrative Service, DSWD-Central Office, IBP Road BatasanPambansa Complex, Constitution Hills, Quezon City.

How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	Ms. Myrna H. Reyes <i>OIC – Division Chief, AS-RAMD</i> <i>(02) 8-951-7119</i>

22. Request for Vehicle

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

Office	AS – GSD – Transport Management Section
Classification	General Services
Type of Transaction	G2G Government-to-Government
Who may avail	DSWD Central Office and Field Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present either of the following to the AS-RAMD: 1. Request for Use of Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). 2. Electronic Technical Assistance Request (ASETS)	To be accomplished and submitted by the requesting party to the AS-GSD-TMS AS-RAMD Administrative Services e-Ticketing System (ASeTS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for Use of Vehicle and/or AS-	1. Review and stamp “Receive” in the receiving copy	None	1-2 minutes	Requesting Party

[illegible]

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the AS-GSD-TMS technical staff and/or driver.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AS-GSD-TMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Service ATTY KARINA ANTONETTE AGUDO , DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.

How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	Ms. Emylou P. Miravalles <i>OIC – Division Chief, AS-GSD</i>

23. Request for Central Office - Dormitory

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

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

Office	AS – GSD
Classification	General Services
Type of Transaction	G2G Government-to-Governmeny
Who may avail	DSWD Central Office and Field Offices

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for CO Dorm AS-GSD-P-08 and/or done through GSETS together with the receiving copy to the AS-GSD	1. Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of CO Dorm	2.2.1 Review the current schedule of availability of CO Dorm 2.2.2 The Director shall approve the use of the CO-Dormitory which shall be use issued prior to check-in: 2.2.3 Confirm to the guest the availability of the Dormitory through GSET, email or in writing.	None	1 day	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i> <i>Dormitory Manager I/II</i>
3. Upon check-in	3.3.1 GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility.	None	1-2 mins	<i>Dormitory Manager I/II</i>
4. Upon check-out	4.4.1 All accounts shall be settled before leaving the CO-Dormitory. Borrowed supplies, linen, and other items must be all accounted for by the lodger/guest. A clearance must be issued 4.4.2 Client must proceed to accounting to request order of payment to be present in Cash 4.4.3 Client must proceed to cash to pay	DSWD Officials- P250.00 Non DSWD- P350.00	5-15 mins	<i>Dormitory Manager I/II</i> <i>Accounting</i>

	his/her fees upon staying in Dormitory.			<i>Cash</i>
5.Receive the Certification of unavailability of CO Dorm – in case of no available CO Dormitory	5.5.1Prepare certification of no available CO Dormitory 5.5.2 The GSD Chief signs the certification 5.5.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Customer Feedback Form (AS-GF-0007) to be given by the Dormitory manager I/II
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AS-GSD will the data gathered through report, root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Service ATTY KARINA ANTONETTE AGUDO , DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	Ms. Emylou P. Miravalles <i>OIC – Division Chief, AS-GSD</i>

24. Request for the use of DSWD Conference Room

Office	AS – GSD
Classification	General Services
Type of Transaction	G2G Government-to-Government G2B Business Entity G2C Transacting Public

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled – up Request for the use of DSWD Conference Room Form AS-GSD-P-03 and/or done through GSETS together with the receiving copy to the AS-GSD	1.1.1 Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of DSWD Conference Room	2.2.1 Review the current schedule of availability of DSWD Conference Room 2.2.2 The Director or Authorized Representative shall approve the use of the CO-Dormitory which shall be use issued prior to the conduct of activity/meetings: 2.2.3 Dormitory Manager shall inform the Requesting Party the availability of the DSWD Conference Room through GSET, email, call or in writing.	None	1-5 minutes	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i> <i>Dormitory Manager I/II</i>

3. Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	3.3.1 Prepare certification of no available CO Dormitory and/or thru phone call or e-mail 3.3.2 The GSD Chief signs the certification 3.3.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Customer Feedback Form (AS-GF-0007) to be given by the Dormitory manager I/II
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AS-GSD will the data gathered through report, root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Service ATTY KARINA ANTONETTE AGUDO , DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	Ms. Emylou P. Miravalles <i>OIC – Division Chief, AS-GSD</i>

Finance and Management Service (FMS)

Internal Services

1. Former Employee's Requests for Various Accounting Certifications

Office or Division:	Accounting Division – Regular Program			
Classification:	Complex			
Type of Transaction:	Processing of Certificate of Remittance of Mandatory Contributions for Separated Employees			
Who may avail:	Former employees of the Department; or His/Her authorized representative with			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic copy of request form for Various Accounting Certifications (DSWD-FMS-AD No. 1)		1.1 Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of Accounting Division for the request form 1.3 Schedule of request: Monday – Friday, 9:00a.m – 5:00p.m.		
2. Electronic copy of the supporting documents: 1.1 Claim Stub or Printed Email Acknowledgement Receipt; 1.2 Identification card (ID) of the former employee or authorized representative; 1.3 Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID		Former employees of the Department; or His/Her authorized representatives with		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or B. Personally go to the office of Accounting Division for the request form	1. A .None B. The Accounting Division shall issue the	None	1 minute	A. Former employees of the Department; or His/Her authorized representatives with B. Administrative Officer II – Accounting Division (RP)

	request form for personal or walk-in			
2. Fill –up the downloaded Request Form (DSWD-FMS-AD No.1)	2. None	None		Former employees of the Department; or His/Her authorized representatives with
3. A. Scan the filled-up form and email the request to accounting@dswd.gov.ph , ilmlsabandal@dswd.gov.ph ; and esjebulan@dswd.gov.ph ; or B. Personally present the filled-up form together with the supporting documents to Accounting Division	3. A. None B. The Accounting Staff shall receive and secure the completeness of the request form and the required supporting documents	None	5 minutes	A. Former employees of the Department; or His/Her authorized representatives with B. Administrative Officer II – Accounting Division (RP)
4. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	I.1 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate I.2 Last Salary Processed I.3 Latest BIR Form 2316 I.4 Philhealth Contributions	None	Email: Within the Day Personal: 10 minutes 4.2 to 4.7 Schedule: Within 3 working days for current year	Administrative Officer II – Accounting Division (RP)

	<p>and Remittances</p> <p>I.5 Pag-IBIG Contributions and Remittances</p> <p>I.6 GSIS Contribution and Remittances</p> <p>I.7 GSIS Loan Amortization Withheld and Remittances</p>		<p>transaction (except for Philhealth Contributions)</p> <p>Within 7 working days for the prior-years transactions</p>	
5. Present the claim stub on or after the schedule indicated	5. The Accounting Staff shall verify/update to the monitoring excel file ready to release and issue the Certificate to the requesting party	None	10 minutes	Administrative Officer II – Accounting Division (RP)
6. Sign the logbook for acknowledgement receipt	6.. The Accounting Staff shall assist the requesting party to receive and sign the logbook	None	5 minutes	Administrative Officer II – Accounting Division (RP)

**Human Resource Management and Development
Service (HRMDS)
Internal Services**

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

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

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

				<i>Personnel Admin. Asst. CO & FO Personnel Transaction Section (for Officials and employees)</i>
Get the COE issued	Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming/Outgoing Clerk PAD Receiving Area</i>
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

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

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk PAD Receiving Area</i>
	Review the documents submitted and encode the	none	3 days	<i>Personnel Admin. Asst.</i>

Wait for advice of the Personnel Officer assigned	details of the Leave Ledger in the ELARS ⁵ .		<i>(may take longer hours depending on the period of retrieving files, if needed)</i>	Leave Administration Section
	Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	Review and Sign/initial the ELARS and the CLC	none	2 days	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section
Get the CLC issued	Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

⁵ Electronic Leave Administration Recording System

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

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAD Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>Personnel Admin. Asst.</i> Leave Administration Section
	Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	Review and Sign/initial the ELARS and the Certificate	none	2 days	<i>Section Head</i> PAD Section or <i>Personnel Officer</i> OIC/Chief Admin. Officer Personnel Admin. Division
	Inform the client that the Certificate is ready (either	none	10 minutes	<i>Personnel Admin. Asst.</i>

	through chat, e-mail or phone call)			Leave Administration Section
Get the CLC issued	Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

4. Issuance of *Certificate of Compensatory Overtime Credits (COC)* to Current Employees and Contract of Service (COS) Workers

The COC is issued to current employees and Contract of Service (COS) Workers in the Central Office, which certifies their unenjoyed compensatory **overtime credit balances for the preceding month**.

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
	Review the documents submitted and check the	none	2 days	Personnel Admin. Asst.

Wait for advice of the Personnel Officer assigned	previous CDO applications and Leave Ledger (for Officials/employees) and update the COC index card.			Leave Administration Section (for employees)
	Encode/check details to COC, print the issuance and attach the necessary documents	none	1 hour	Personnel Admin. Asst. MOA Section (for COS Workers)
	Review and Sign/initial the COC	none	6 hours and 30 minutes	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	Inform the client that the COC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section (for employees) Personnel Admin. Asst. MOA Section (for COS Workers)
Get the COC issued	Provide one originally signed COC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Personnel Admin. Asst. Leave Administration Section (for employees) , Personnel Admin. Asst. MOA Section (for COS Workers)
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

5. Issuance of *Service Record (SR)* for Current Officials and Employees

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

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

	accomplish Customer Feedback Form			
	TOTAL	none	3 Days	May be extended depending on the volume of transactions handled

I. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAD Receiving Area.</p> <p>Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAD Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAD - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p>

	Proper investigation shall be conducted and a report shall be filed by the assigned employee. Appropriate client shall be informed of the response. For the status of your complaint, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

6. Applications for Educational Support for DSWD Personnel

The Human Resource Management and Development Service-Learning and Development Division is responsible for processing applications of DSWD officials and employees to various educational support options such as scholarships, study leave, request for official time, and fund augmentation for matriculation and thesis preparation.

Office or Division:	Human Resource Management and Development Service – Learning and Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government Transactions (Central Office OBSUs)		
Who may avail:	Qualified ⁶ DSWD officials and employees (i.e. Regular, Contractual, Coterminous and Casual)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Minimum Documentary Requirements:			
1. Endorsement from Head of OBS/FO certifying alternative courses of action regarding work arrangements so that office's operations will not be hampered as the applicant for educational support undertakes his/her applicable option		Head of OBS/FO	
2. Accomplished Educational Support Application Form		HRMDS-LDD	
3. Service Record		HRMDS-PAD (For concerned officials/employees from the DSWD CO) HRMDD-PAS (For concerned officials/employees from the DSWD FOs)	

⁶ Minimum Qualifications are reflected in DSWD AO 16 s. 2018 or the Enhanced Guidelines on Educational Support for DSWD Employees

2. Certification/Copy of at least VS Performance Rating for the latest two consecutive rating periods	HRMDS/HRMDD
3. Certification of No Pending Administrative/Criminal Charge filed against the applicant	Legal Service
4. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship/Training Program	HRMDS-LDD/HRMDD-LDS
5. Updated Personal Data Sheet	Concerned official/employee
Additional Requirements per educational support category:	
a. DSWD-sponsored scholarship <ul style="list-style-type: none"> • School Registration/Enrolment Form/ Schedule of Classes 	- Concerned official/employee's School
b. For Foreign Scholarship/Training <ul style="list-style-type: none"> • Medical Certificate • Other requirements of inviting organization 	- Concerned official/employee to be secured from a licensed physician - Inviting organization
c. Study Leave <ul style="list-style-type: none"> • Letter of Intent/Request for non-scholarship grant • Accomplished Application for Leave Form • Permit to take Board/Licensure Examination or Schedule of Examination • School Registration/Enrolment Form/ Schedule of Classes 	- Concerned official/employee - Concerned official/employee - Professional Regulation Commission (PRC) - Employee-Applicant's School Registrar
d. Official Time <ul style="list-style-type: none"> • Letter of Intent/Request for non-scholarship grant Acceptance Letter or Invitation from the sponsoring agency/organization	- Concerned official/employee - Inviting organization/sponsor
e. Fund Augmentation <ul style="list-style-type: none"> • Letter of Intent/Request for non-scholarship grant • School Registration/Enrolment Form/ Schedule of Classes • Thesis/Dissertation Proposal aligned to the Research Agenda or Priority/Performance Areas of DSWD 	- Concerned official/employee - School Registrar - Concerned official/employee

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to HRMDS-LDD	1. Review completeness of submitted requirements vis-à-vis checklist 1.1. If complete, receive documents and endorse it to concerned focal person 1.2. If incomplete, advise official/ employee of lacking document/s	None	15 minutes per official/ employee request	Kenneth M. Barte Administrative Assistant I
	2. Evaluate qualifications of official/ employee and the documents submitted 2.1. If in order, prepare comparative data matrix per official/ employee and schedule Personnel Development Committee (PDC) Meeting/ Deliberation 2.2. If not in order, notify and advise concerned official/ employee	None	60 minutes per official/ employee request	Sarrah Giezel P. Navarro Administrative Officer IV (for local scholarship and other educational assistance) Sharmaine G. Cerezo Administrative Officer IV (for foreign scholarship/ training)

	3. Assess and deliberate qualified applicants for various educational support program	None	Within one (1) working day	PDC Members PDC Secretariat (HRMDS-LDD)
	4. Prepare minutes of the meeting and PDC Resolution on the result and agreements reached during the PDC meeting/deliberation and endorse to authorized signatories	None	Within seven (7) working days	PDC Secretariat (HRMDS-LDD)
	5. Approval of PDC Resolution by PDC Members as recommending body to the Secretary	None	Within seven (7) working days	PDC Members
	6. Final approval of the PDC Resolution by the Secretary	None	Within seven (7) working days	PDC Members
	7. Notify concerned officials/employees, about the result of their applications for educational support program through a memoranda and phone call/text message	None	30 minutes per official/ employee	Sarrah Giezel P. Navarro Administrative Officer IV (for local scholarship and other educational assistance) Sharmaine G. Cerezo Administrative Officer IV (for foreign scholarship/ training)
	8. For externally sponsored scholarships, submit Department's nomination via email	None	Within one (1) working day	Sarrah Giezel P. Navarro Administrative Officer IV (for local scholarship)

	and courier as soon as approved by authorities			and other educational assistance) Sharmaine G. Cerezo Administrative Officer IV (for foreign scholarship/training) Joel Y. Bolasoc Administrative Assistant II (for liaising work)
TOTAL			23 days, 1 hour and 45 minutes	

7. Official Foreign Travel Facilitation

The Human Resource Management and Development Service-Learning and Development Division is responsible for processing of requests of DSWD officials and employees for official travels abroad.

Office or Division:	Human Resource Management and Development Service – Learning and Development Division		
Classification:	Highly Technical (multi stage processing)		
Type of Transaction:	G2G – Government to Government Transactions (Central Office OBSUs)		
Who may avail:	DSWD Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Preparation of Travel Authority			
1. Approved Travel Endorsement Proposal stating the venue and duration of the travel, purpose of the travel, and the expenses to be shouldered by the Department		Concerned DSWD official/employee/ Concerned OBSU's nomination	
2. Copy of Invitation and Event Programme		Inviting Organization/sponsor	

3. Copy of Administrative Notes which states the provisions to be provided by the inviting organization	Inviting Organization/sponsor
4. Service Record	HRMDS-PAD/HRMDD-PAS
5. Certification from the Financial Management Service/Financial Management Division that the concerned official/employee has no pending unliquidated cash advance from previous government-funded travels abroad	FMS/FMD
6. Self-Certification stating that the concerned official/employee is not yet due to retire within a year prior to the travel	Concerned DSWD official/employee
7. Copy of flight itinerary (if available)	Concerned DSWD official/employee
B. For Travel Allowance Facilitation	
1. Copy of Approved Travel Authority	AS-RAMD or concerned DSWD official/employee
2. Copy of Invitation and Event Programme	Inviting Organization/sponsor
1. Computation of Daily Subsistence Allowance (DSA) rate based on latest DSA Circular (as applicable)	www.icsc.un.org/Home/DailySubsistence
2. Bangko Sentral ng Pilipinas (BSP) USD-PHP Exchange Rate (as applicable)	www.bsp.gov.ph
5. Flight Itinerary	Travel agency or Included as part of Administrative Notes of sponsoring organization (as appropriate)
C. For Passport Application/Renewal/ Revalidation	
1. Copy of approved Travel Authority ⁷	AS-RAMD
2. Endorsement Letter to the Department of Foreign Affairs	HRMDS-LDD
3. Passport Application/Renewal/ Revalidation Form (as applicable)	HRMDS-LDD or through www.dfa.gov.ph
4. Diplomatic/Official/Regular Passport (as applicable)	Concerned DSWD official/employee
5. Birth Certificate (as applicable)	Concerned DSWD official/employee
6. Marriage Certificate (as applicable)	Concerned DSWD official/employee
7. Certificate of No Pending Administrative Case (CENOPAC)	Legal Service
8. Photocopy of DSWD ID	Concerned DSWD official/employee

⁷ Travel Authority is in the form of a Special Order signed by the Secretary

9. Recent Service Record		HRMDS-PAD/HRMDD-PAS		
10. Service Contract for Scholarship Grantees and Scholars (as applicable)		Concerned DSWD official/employee		
11. Photocopy of DSWD ID		Concerned DSWD official/employee		
12. Old official/diplomatic passport (for renewal and revalidation)		Concerned DSWD official/employee		
D. For Visa Application				
1. Valid diplomatic or official passport (as applicable)		Concerned DSWD official/employee		
2. Visa Application Form (as applicable)		Embassy website		
3. Other visa application documents (as applicable)		Embassy website		
E. For Securing Travel Tax Exemption Certificate				
1. Copy of Approved Travel Authority		AS-RAMD or concerned DSWD official/employee		
2. Photocopy of data page of valid passport		Concerned DSWD official/employee		
F. For Issuance and Payment of Airplane Ticket and Travel Insurance				
1. Copy of Approved Travel Authority		AS-RAMD or concerned DSWD official/employee		
2. Copy of Invitation and Event Programme		Inviting Organization/sponsor		
3. Confirmation of flight bookings and travel insurance by the concerned official/employee		Concerned DSWD official/employee or		
4. Abstract of Canvass for plane tickets based on at least three (3) airplane ticket quotations		Travel agencies that issued flight quotations		
5. Obligation Request and Status and Disbursement Voucher, together with complete supporting documents		OBS, if source of fund is respective office funds HRMDS-LDD, if source of fund is HRMDS' funds		
6. Copy of airplane tickets		Concerned DSWD official/employee		
7. Statement of account for airplane tickets (as applicable)		Travel Agency		
8. Copy of Approved Travel Authority		AS-RAMD or concerned DSWD official/employee		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Facilitation of Travel Authority				

Submit requirements for travel authority to HRMDS-LDD	1. Review completeness of submitted requirements vis-à-vis checklist 1.1. If complete, receive documents and endorse it to Foreign Travel focal person 1.2. If incomplete, advise official/employee of lacking document/s	None	15 minutes per official/employee request	Kenneth M. Barte Administrative Assistant I
	2. Evaluate submitted documents 2.1. If in order, prepare Special Order/Travel Authority and Endorsement Letter to DFA for approval of authorized signatories 2.2. If not in order, notify and advise concerned official/employee	None	60 minutes per official/employee request	Sharmaine G. Cerezo Administrative Officer IV
	3. Approval of travel authority documents by appropriate signatories 3.1. If approved, original copy of the Special Order/Travel Authority shall be forwarded to AS-Records and Archives Management Division for numbering. 3.2. If disapproved, focal person to inform concerned official/employee	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of Authority in the DSWD) Kenneth M. Barte Administrative Assistant I Sharmaine G. Cerezo Administrative Officer IV

	4. Notify official/employee about the approved travel authority documents and advise them of other requirements and processes for travel allowance facilitation, securing passport, visa, travel tax exemption, airplane tickets and travel insurance.	None	30 minutes per official/ employee	Sharmaine G. Cerezo Administrative Officer IV
Facilitation of Travel Allowance				
Submit requirements for travel allowance to HRMDS-LDD	5. Review completeness of submitted requirements 2.1. If complete, prepare itinerary of travel of official/ employee, and endorse to approving authorities 2.2. If incomplete, advise official/ employee of lacking document/s	None	60 minutes per official/ employee request	Sharmaine G. Cerezo Administrative Officer IV
	3. Approval of Itinerary of Travel	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of Authority in the DSWD)
	7. Prepare Obligation Request, Disbursement Voucher, complete supporting documents for Travel Allowance and	None	60 minutes per official/ employee request	Sharmaine G. Cerezo Administrative Officer IV HRMDS-LDD

	endorse to approving authorities <u>Note:</u> <i>Cash Advance</i> – if travel allowance will be provided before start of official foreign travel <i>Reimbursement</i> – if travel allowance is claimed after the official foreign travel			(if charged to HRMDS funds) Concerned official/employee/OBS Budget Officer (if charged to respective OBS funds)
	8. Approval of travel allowance	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of Authority in the DSWD)
	9. Notify concerned official/employee of approved travel allowance through phone call/text message/email	None	30 minutes per official/employee	Sharmaine G. Cerezo Administrative Officer IV
Official Passport Application/Renewal/Revalidation				
Submit requirements for official passport application/renewal/revalidation to HRMDS-LDD	10. Review completeness of submitted requirements 10.1. If complete, receive documents, and schedule travel to DFA 10.2. If incomplete, advise official/employee of lacking document/s	None	30 minutes per official/employee request	Joel Y. Bolasoc Administrative Assistant II HRMDS-LDD

	11. Submit/file official passport application/renewal/revalidation at DFA	Per DFA rates	Within one (1) working day	Joel Y. Bolasoc Administrative Assistant II Concerned official/employee (if personal appearance is required)
	12. Claim/pick up official passport at DFA on scheduled release date and notify concerned official/employee	None	Within one (1) working day	Joel Y. Bolasoc Administrative Assistant II
Visa application (if applicable)				
Submit requirements for visa application	13. Review completeness of submitted requirements 13.1. If complete, receive documents, and schedule embassy appointment 13.2. If incomplete, advise official/employee of lacking document/s to facilitate completion	None	30 minutes per official/employee request	Joel Y. Bolasoc Administrative Assistant II
	14. Submit/file visa application at embassy	Per embassy rates	Within one (1) working day	Joel Y. Bolasoc Administrative Assistant II Concerned official/employee (if personal appearance is required)
	15. Claim/pick up visa at embassy on scheduled release date and notify	None	Within one (1) working day	Joel Y. Bolasoc

	concerned official/employee			Administrative Assistant II
Securing Travel Tax Exemption Certificate				
	16. Submit/file and file Travel Tax Exemption Certificate at the Tourism Infrastructure and Enterprise Zone Authority (TIEZA), and notify concerned official/employee	None	Within one (1) working day	Joel Y. Bolasoc Administrative Assistant II
Issuance and Payment of Airplane Ticket and Travel Insurance				
	17. Request available flight schedules/flight booking quotations from at least three (3) travel agencies	none	Within one (1) working day	Joel Bolasoc Administrative Assistant II (if coursed through HRMDS) Or Concerned official/employee (if c/o Sponsor Organization)
	18. Confirm preferred flight booking for issuance of airplane e-ticket and travel insurance	none	Within one (1) working day	Joel Y. Bolasoc Administrative Assistant II (if coursed through HRMDS) Concerned official/employee
	19. Notify concerned official/ employee of issuance of airplane e-ticket and travel insurance upon confirmation from travel agency	none	30 minutes	Joel Y. Bolasoc Administrative Assistant II

	20. Prepare Obligation Request, Disbursement Voucher, complete supporting documents for payment of airfare and travel insurance for approval of authorized signatories	None	60 minutes per payment request	Joel Y. Bolasoc Administrative Assistant II (if source of fund is HRMDS funds) Concerned official/ employee/OB S Budget Officer (if charged to respective OBS funds)
	21. Approval and processing of payment of airfare and travel insurance	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of Authority in the DSWD)
	22. Notify travel agency of approved payment upon confirmation with FMS	None	30 minutes	Joel Y. Bolasoc Administrative Assistant II
	23. Turn-over all travel documents to concerned official/ employee (i.e. S.O., passport, visa, Travel Tax Exemption Certificate, airplane e-ticket, etc) and provide reminders about scheduled travel	None	30 minutes per official/ employee	Joel Y. Bolasoc Administrative Assistant II
TOTAL		None	35 days, 7 hours and 45 minutes	

8. Facilitation of Applications for External Local Non-Academic Specialized Training

The Human Resource Management and Development Service-Learning and Development Division handles the facilitation of requests for attendance to external local Specialized Training program and other short-term courses that do not lead to an academic degree.

Office or Division:	Human Resource Management and Development Service – Learning and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government Transactions (Central Office OBSUs)			
Who may avail:	Qualified ⁸ DSWD officials and employees (i.e. Regular, Contractual, Coterminous and Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Specialized Training Application Form		HRMDS-LDD		
2. Accomplished Registration Form from the organizer (if applicable)		Concerned Officials/Employees		
3. Copy of Individual Development Plan for the current year (IDP)		Concerned Officials/Employees		
4. Copy of the Training Program/Syllabus		Training Organizer		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to HRMDS-LDD	1. Review completeness of submitted requirements vis-à-vis checklist 1.1. If complete, receive documents and endorse it to the Specialized Training Program focal person	None	15 minutes per official/ employee request	Kenneth M. Barte Administrative Assistant I

⁸ Minimum Qualifications are reflected in DSWD AO 16 s. 2018 or the Enhanced Guidelines on Educational Support for DSWD Employees

	1.2. If incomplete, advise official/employee of lacking document/s for them to be able to comply, as appropriate			
	<p>2. Evaluate qualifications of officials/employees and the documents submitted vis-à-vis other documents such as IDP, Specialized Training's Relevance to Concerned Employee's Job</p> <p>2.1. If in order, prepare Special Order and endorse to authorized signatories</p> <p>2.2. If not in order, notify and advise concerned official/employee</p>	None	60 minutes per official/ employee request	Maffi Anne P. Ferrer Administrative Officer IV
	<p>3. Approval of Special Order</p> <p>3.1. If approved, original copy of the Special Order shall be forwarded to AS-Records and Archives Management Division for numbering.</p>	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of Authority in the DSWD)

	3.2. If disapproved, focal person to inform concerned official/employee			
	4. Notify concerned official/employee about the approved Special Order and give advice on other arrangements which need to be finalized with organizer (e.g. confirmation of slot reservation, etc) as well as other arrangements which need to be made by the official/employee (e.g. transportation, accommodation, etc, if applicable)	None	30 minutes per official/ employee	Maffi Anne P.Ferrer Administrative Officer IV
	5. Prepare Obligation Request, Disbursement Voucher, complete supporting documents for payment of training registration fees	None	60 minutes per payment request	Maffi Anne P. Ferrer Administrative Officer IV (if source of fund is HRMDS funds) Concerned official/ employee/OBS Budget Officer (if source of fund is OBS funds)
	6. Approval and processing of payment of training registration fees	None	Within seven (7) working days	Recommending and Approving Authorities (per existing Manual of Delegation and Delineation of

				Authority in the DSWD)
	7. Provide copy of Special Order, OR/DV (if applicable), to the concerned officials/employees, and remind them to secure Official Receipt from the organizer and submit also a feedback report/learner's action plan within 7 days after the training	None	30 minutes per official/ employee	Maffi Anne P. Ferrer Administrative Officer IV
TOTAL			14 days, 3 hours and 15 minutes	

9. Facilitation of Requests for Application for Original and Promotional Appointments to Career Executive Service (CES) Ranks

The Human Resource Management and Development Service-Learning and Development Division provides support to CES eligibles of the Department to facilitate their request for application for Original and Promotional Appointments to CES Ranks.

Office or Division:	Human Resource Management and Development Service – Learning and Development Division		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government Transactions (Central Office OBSUs)		
Who may avail:	DSWD officials and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Clearance/Certification of no pending administrative cases		Any one of the following: From the relevant work unit of the Agency to which the applicant is assigned to (e.g. Regional or Central Office) <ul style="list-style-type: none">• Civil Service Commission (Central Office)• Sandiganbayan• Office of the Ombudsman	

	<ul style="list-style-type: none"> • National Bureau of Investigation (NBI)
<p>2. If with cases, attach the following case documents:</p> <p>2.1. Certificate of no notice of disallowance/s and unliquidated cash advance/s</p> <p>2.2. Signed and duly notarized Executive Summary of the case/s</p> <p>2.3. Copies of complaint-affidavit</p> <p>2.4. Copies of counter-affidavit</p> <p>2.5. Copies of answer or reply with complete attachments/annexes</p> <p>2.6. Rejoinder and comment to the rejoinder, with complete attachments/annexes, if filed</p>	<ul style="list-style-type: none"> - Financial Management Service - Concerned official/employee - Concerned official/employee - Concerned official/employee - Concerned official/employee - Concerned official/employee
3. Notarized self-certification of no pending administrative and/or criminal case filed against the applicant in any office, quasi-judicial or judicial body	<ul style="list-style-type: none"> - Concerned official/employee
4. Latest Appointment Paper duly certified by Authorized Office Personnel/Administrative Officer	HRMDS-PAD/HRMDD-PAS
5. Service Record duly certified by Authorized Office Personnel/Administrative Officer	HRMDS-PAD/HRMDD-PAS
6. Copy of the Performance Ratings for three (3) consecutive years prior to the year for which the applicant is being considered for original or promotional appointment to CES rank	HRMDS/HRMDD
7. Copies of training certificates duly certified by authorized personnel of duly accredited training institutions	Concerned official/employee
8. Certificate of no notice of disallowance/s and unliquidated cash advance/s	Financial Management Service
9. Notarized self-certification that the applicant did not receive nor solicit any donation/s, gift/s, gratuity, favor or anything of monetary	Concerned official/employee

value and unnecessary interaction for any financial or material interest from the Tobacco industry				
10. Updated Personal Data Sheet		Concerned official/employee		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to HRMDS-LDD	1. Review completeness of submitted requirements vis-à-vis checklist 1.1. If complete, receive documents and endorse it to CES Desk focal person 1.2. If incomplete, advise official/employee of lacking document/s	None	15 minutes per official/ employee request	Kenneth M. Barte Administrative Assistant I
	2. Evaluate qualifications of official/employee and the documents submitted 2.1. If in order, prepare Endorsement Letter to Career Executive Service Board (CESB) 2.2. If not in order, notify and advise concerned official/employee	None	60 minutes per official/ employee request	Jorge Ryan L. Guardian Administrative Officer II
	3. Approval/signing of the Endorsement Letter to CESB by authorized signatories	None	Within seven (7) working days	Recommending and Approving Authorities

				(HRMDS Director, GASSG Cluster Head, and Secretary)
	4. Turn-over duly signed Endorsement Letter and complete set of requirements to concerned official/employee for onward submission/filing at CESB upon HRMDS' notification to concerned official/employee of completion and signing of CESB requirements for the processing of CES Rank application	None	15 minutes	Jorge Ryan L. Guardian Administrative Officer II
TOTAL			7 days, 1 hour and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish a Customer Feedback Form (HRMDS-GF-07) and drop it at the designated drop box at HRMDS-LDD</p> <p>You may also access the online survey form through this link:</p> <p>https://forms.gle/u6XuTfCm3aYTcVhJ8</p> <p>Telephone number: 89512807</p> <p>Email address: hrmds@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated and evaluated by the designated HRMDS-LDD personnel</p> <p>Feedbacks requiring response are forwarded to</p>

	<p>concerned LDD section/unit/focal person for appropriate action within 3 working days</p> <p>Concerned client shall then be informed of the response/action taken</p> <p>Telephone number: 89512807</p> <p>Email address: hrmds@dswd.gov.ph</p>
How to file a complaint	<p>Accomplish a Customer Feedback Form (HRMDS-GF-07) and drop it at the designated drop box at HRMDS-LDD</p> <p>You may also access the online survey form through this link: https://forms.gle/u6XuTfCm3aYTcVhJ8</p> <p>Or submit a written complaint to HRMDS-LDD with the following details:</p> <ul style="list-style-type: none"> - Complainant's name, signature and contact details - Name of person/s being complained of - Key information/details and reasons of the complaint - Supporting evidences, if any <p>Telephone number: 89512807</p> <p>Email address: hrmds@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints are consolidated and evaluated by the designated HRMDS-LDD personnel</p> <p>Complaints are forwarded to concerned LDD section/unit/focal person for appropriate action within 3 working days</p> <p>Concerned client shall then be informed of the response/action taken</p> <p>Telephone number: 89512807</p> <p>Email address: hrmds@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Legal Service (LS)

Internal Services

1. Review of Guidelines and Contracts

This process covers addressing requests, from OBSUs or personnel of the Department or clients, for legal opinion, advice or assistance, including reviews of guidelines and contracts such as Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU) and Non-Disclosure Agreement (NDA).

Office or Division:	Legal Assistance Division (LAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Guidelines		From the requesting party		
Copy of Contracts such as MOA, MOU and NDA		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Memorandum containing copy of the guidelines or the contracts.	1. Screen the completeness of the documents. 1.1 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer and record in the Enhanced Data Tracking Management System (EDTMS). 1.2. Otherwise, return the request to the sender and advice to submit the complete documents.	None	5 minutes	Administrative Aide IV
	2. Assign the request to the Lawyer/ Legal Assistant for study.	None	5 minutes	Director
	3. Study and conduct research if necessary.	None	6 days	Lawyer/Legal Assistant

	3.1 Draft and submit the memorandum containing the legal opinions to the Director.			
	4. Director shall finalize the memorandum.	None	7 hours and 40 minutes	Director
5. Receive the Memorandum	5. Record the Memorandum through EDTMS and release it to the requesting party if central office and to the Records and Archives Management Division (RAMD) if the request is from the FO.	None	10 minutes	Administrative Aide IV
Total		None	7 days	

2. Review of Bills and Implementing Rules and Regulations (IRR)

This process covers addressing requests, from Legislative Liaison Office of the Department or congress, for legal opinion, advice or assistance, including reviews of bills and implementing rules and regulations (IRR).

Office or Division:	Legal Assistance Division (LAD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum with attached copy of Bills		From the requesting party		
Memorandum with attached copy of Implementing Rules and Regulations		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Memorandum containing copy of the bills or implementing rules and regulations.	1. Screen the completeness of the documents. 1.1 If the documents are complete receive	None	5 minutes	Administrative Aide IV

	the request and stamp received with date, time and name of the receiving officer and record in the EDTMS. 1.2. Otherwise, return the request to the sender and advice to submit the complete documents.			
	2. Assign the request to the Lawyer/ Legal Assistant for study.	None	5 minutes	Director
	3. Study and conduct research if necessary. 3.1 Draft and submit the memorandum containing the legal opinions to the Director.	None	19 days	Lawyer/Legal Assistant
	4. Director shall finalize the memorandum.	None	7 hours and 40 minutes	Director
5. Receive the Memorandum	5. Record the Memorandum through EDTMS and release it to the requesting party if central office and to the RAMD if the request is from the FO.	None	10 minutes	Administrative Aide IV
Total		None	20 days	

3. Rendering Legal opinions and advice

This process covers rendering legal opinion, advice or assistance not covered by the two previous transactions to all internal clients of the Department on matters involving its formal mandate and the exercise of its official powers and functions.

Office or Division:	Legal Assistance Division (LAD)
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Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Request/Inquiry letter with attached related documents.		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with attached related documents.	1. Screen the completeness of the documents. 1.1 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer and record in the EDTMS. 1.2. Otherwise, return the request to the sender and advice to submit the complete documents.	None	5 minutes	Administrative Aide IV
	2. Assign the request to the Lawyer/ Legal Assistant for study.	None	5 minutes	Director
	3. Study and conduct research if necessary. 3.1 Draft and submit the memorandum containing the legal opinions to the Director.	None	19 days	Lawyer/Legal Assistant
	4. Director shall finalize the memorandum.	None	7 hours and 40minutes	Director
5. Receive the Memorandum	5. Record the Memorandum through EDTMS and release it to the requesting party if	None	10 minutes	Administrative Aide IV

	central office and to the RAMD if the request is from the Field Office			
	Total	None	20 days	

4. Safekeeping of Contracts

This process covers the recording and safekeeping of original contracts of the DSWD executed with different stakeholders, with the exception of the Procurement Contracts and Contracts of Cost-of-Service (COS) or Memorandum of Agreement (MOA) workers of DSWD.

Office or Division:	Office of the Director (OD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central Office and Field Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum attached original contract of DSWD		Offices, Bureaus, Services and Units (OBSUs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memorandum attached original contract entered into by DSWD.	1. Screen the completeness of the documents. 1.1 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer and record in the EDTMS. 1.2. Otherwise, return the request to the sender if the contract is one of Procurement Contracts or Contracts of Cost-of-Service (COS) or Memorandum of	None	5 minutes	Administrative Aide IV

	Agreement (MOA) workers of DSWD.			
	2. Shall assign the contract to the LA II for Safekeeping of Contracts (AOSC).	None	5 minutes	Director
	3. Record the deposit of the original contract in the database provided therefor. 3.1 Place the original contract in the file folder provided therefor.	None	20 minutes	Legal Assistant II
Total		None	30 minutes	

5. Issuance of On-line Certificate of No Pending Administrative Case (CENOPAC)

This process covers on-line requests for Certificate of No Pending Administrative Case (CENOPAC) from Central Office personnel (1) who have active HRMIS account and (2) whose employment status therein is updated.

Office or Division:	Legal Management Division (LMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request through HRMIS Access Account.		DSWD Central Office Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sent online request through HRMIS account per employee	1. Online request for CENOPAC is received by the Legal Assistant I (LA I) assigned to handle CENOPAC requests.	None	5 minutes	Legal Assistant I

	<p>1.1 LA I shall log-in to the legalcaseportal.dswd.gov.ph to check the request.</p> <p>1.2. LA I shall click the “Print” button before the name of the requesting party to print the CENOPAC and submit to the Director for signature</p> <p>1.3 LA I shall click the “Processing” button across the name of the requesting party to send them an email notification advising them that their request is being processed by the Legal Service.</p>			
	<p>2. Director shall sign the CENOPAC . In case of absence or unavailability of the LS Director, the OIC based on Order of Succession shall be the signatory.</p> <p>2.1 The Director shall return the signed CENOPAC back to the LA I.</p>	None	5 minutes	Director
3. Receive the signed Certificate of No Pending Administrative Case	3. LA I shall click the “Approved” button across the name of the requesting party to send them an email notification advising them that their CENOPAC had already been signed by	None	15 minutes	Legal Assistant I

	<p>the Director and is ready for claiming.</p> <p>3.1 LA I shall release the signed CENOPAC to the requesting party.</p> <p>3.2 LA I shall hit the "Claim" button before the name of the requesting party in the legal case portal to update the status in the database and to appear therein that the CENOPAC has been claimed.</p>			
4. Accomplish the Feedback Form	<p>4. LA I shall give copy of the Feedback Form to the requesting party.</p> <p>4.1 LA I shall collect the accomplished Feedback Form and give to Administrative Assistant I assigned in consolidation of Feedback Forms.</p>	None	5 minutes	Legal Assistant I
Total		None	30 minutes	

6. Handling of Administrative Complaints Initiated Motu Proprio by the Disciplining Authority

This process covers an administrative complaint initiated by the disciplining authority.

Office or Division:	Legal Management Division (LMD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Disciplining Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incident report in a letter or Memorandum format with attached evidences	DSWD Personnel as Complainant

addressed to the Secretary as a Disciplining Authority.				
Disciplining Authority Confidential Endorsement Note/Memorandum	Disciplining Authority			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a Incident Report to the Secretary.	1. Endorse the Incident Report with attached note/Memorandum to Legal Service.	None	7 days	Secretary
	2. Receive the Incident Report with note/Memorandum. 2.1 Stamp the document received with name, date and time. 2.2 Receive the document in the Enhanced Data Tracking Management System (EDTMS) and update the Legal Case Portal and endorse the document. 2.3 Endorse the document to the Director.	None	10 minutes	Administrative Aide IV
	3. Assign the Incident Report to the Lawyer and Legal Assistant for assessment and study.	None	30 minutes	Director

	<p>4. Study and conduct the necessary research.</p> <p>4.1 Draft and submit a Memorandum containing the assessment and recommendation to the Director either for:</p> <p>(i) dismissal of the Incident Report, or</p> <p>(ii) conduct of the Fact Finding Investigation, or</p> <p>(iii) endorsement to the Grievance Committee, or</p> <p>(iv) issuance of Show Cause Order.</p>	None	20 days	Lawyer/ Legal Assistant
	<p>5. Director shall finalize the Memorandum.</p> <p>5.1 Endorse the Memorandum to the Administrative Assistant I designated as Records Officer.</p>	None	1 day	Director
	<p>6. Package the Memorandum together with the attachments, if any, for releasing.</p> <p>6.1 Photocopy the documents.</p> <p>6.2 Scan the documents and upload in the Legal Case Portal.</p> <p>6.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Records Officer

	<p>7. Release the Memorandum in EDTMS and update the Legal Case Portal.</p> <p>7.1 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
	8. File the receiving copy together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer
	<p>9. Approve or disapprove the recommendation of the Legal Service:</p> <p>9.1 Sign the attached Memorandum if the recommendation is approved, either for:</p> <p>(i) dismissal of the Incident Report, or</p> <p>(ii) the conduct of the Fact Finding Investigation, (30 days as per AO 13 S. 2011), or</p> <p>(iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or</p> <p>(iv) issuance of Show Cause Order.</p> <p>9.2 Not sign the document if the recommendation is not</p>	None	20 days	Secretary

	<p>approved and return to the step 4.</p> <p>9.3 Endorse the document to the Legal Service.</p>			
	<p>10. Receive the document.</p> <p>10.1 Stamp the document received with name, date and time.</p> <p>10.2 Receive the document in the EDTMS and update the Legal Case Portal.</p> <p>10.3 Endorse the document to the Director.</p>	None	10 minutes	Administrative Aide IV
	<p>11. Endorse the signed document to the Administrative Assistant I designated as Records Officer for packaging for releasing.</p>	None	10 minutes	Director
	<p>12. Package the document for releasing.</p> <p>12.1 Photocopy the documents.</p> <p>12.2 Scan the documents and upload in the Legal Case Portal.</p> <p>12.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Records Officer

	13. Release the document and record in the EDTMS and update in the Legal Case Portal. 13.1 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.	None	15 minutes	Administrative Aide IV
	14. File the receiving copy together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer
15. File Explanation to the Show Cause Order.		None	5 days (upon receipt of Show Cause Order)	Employee as Person being Complained of
	16. Endorse the Explanation to the Legal Service.	None	7 days	Secretary
	17. Receive the Explanation. 17.1 Stamp the document received with name, date and time. 17.2 Receive the document in the EDTMS and update the Legal Case Portal. 17.3 Endorse to the Director.	None	10 minutes	Administrative Aide IV
	18. Assign to Lawyer and Legal Assistant for assessment.	None	30 minutes	Director

	<p>19. Conduct the necessary research.</p> <p>19.1 Draft Memorandum with assessment and recommendation either:</p> <p>(i) Dismissal of the Incident Report, or</p> <p>(ii) Issuance of Formal Charge.</p> <p>19.2 Submit the draft Memorandum to the Director.</p>	None	20 days	Lawyer/ Legal Assistant
	<p>20. Finalize Memorandum.</p> <p>20.1 Endorse the Memorandum to the Administrative Assistant I designated as Records Officers for packaging for releasing.</p>	None	1 day	Director
	<p>21. Package the Memorandum for releasing.</p> <p>21.1 Photocopy the document.</p> <p>21.2 Scan the document and upload in the Legal Case Portal.</p> <p>21.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Records Officer
	<p>22. Release the document.</p> <p>22.1 Release the document in the</p>	None	15 minutes	Administrative Aide IV

	EDTMS and update the Legal Case Portal. 22.2 Return to the receiving document to Administrative Assistant I designated as Records Officer the receiving copy for filing.			
	23. File the receiving document together with the basic document.	None	5 minutes	Administrative Assistant I designated as Records Officer.
	24. Approve or disapprove the recommendation. 24.1 Sign the document if the recommendation is approved. 24.2 Not sign the document if the recommendation is not approved. 24.3 Return to Step 19. 24.4 Endorse the documents to the Legal Service.	None	20 days	Secretary
Total		None	101 days, 4 hours and 10 minutes	

7. Handling of Disciplinary Cases

This process commences from the time the signed Formal Charge was issued by the Secretary and received by the Respondent for committing any act or omission which appears to be illegal, unjust, or inefficient, until the finality of decision of the administrative case.

Office or Division:	Legal Management Division (LMD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government

Who may avail:	Secretary as the Disciplining Authority, DSWD Employee as Respondent			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Signed Formal Charge	Secretary as Disciplining Authority			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Formal Charge.	1. The Office of the Secretary endorses the signed Formal Charge to the Legal Service.	None	7 days	Secretary
	2. Receive the signed Formal Charge from the Office of the Secretary. 2.1 Stamp the document received with name, date and time. 2.2 Receive the document in the EDTMS and update the Legal Case Portal. 2.3 Endorse the document to the Director.	None	10 minutes	Administrative Aide IV
	3. Endorse to the Administrative Assistant I designated as the Secretariat to the administrative case for packaging for releasing.	None	10 minutes	Director

	<p>4. Package the signed Formal Charge for releasing.</p> <p>4.1 Photocopy the documents.</p> <p>4.2 Scan the documents and upload in the Legal Case Portal.</p> <p>4.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Secretariat
	<p>5. Release the signed Formal Charge.</p> <p>5.1 Release in the EDTMS and update in the Legal Case Portal.</p> <p>5.2 Return the receiving copy to the Administrative Assistant I designated as the Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
	6. File the receiving copy together with the basic document in the case folder.	None	5 minutes	Administrative Assistant I designated as the Records Officer
7. Submits Answer to the Office of the Secretary.		None	10 days (upon receipt of Formal Charge)	DSWD Employee as Respondent

	8. Receive the Answer and endorse the Answer to the Legal Service.	None	7 days	Secretary
	9. Receive the Answer. 9.1 Stamp received the document, with name, date and time. 9.2 Receive in the EDTMS and update the Legal Case Portal. 9.3 Endorse to the Director.	None	10 minutes	Administrative Aide IV
	10. Endorse to the Lawyer designated as the Prosecutor for the assessment.	None	15 minutes	Director as Hearing Officer
	11. Assess the answer. 11.1 After assessment, the Prosecutor will arrange the schedule of the Preliminary Conference with the Director and Secretariat.	None	3 days	Director as Hearing Officer, Lawyer designated as Prosecutor, Administrative Assistant designated as Secretariat
	12. The Director as the Hearing Officer shall then issue a Notice of Preliminary Conference. ⁹ 12.1 Endorse to the Administrative Assistant I designated as the Secretariat for packaging.	None	1 day	Director as Hearing Officer

⁹ The conduct of the Preliminary Conference would depend on the agreed date.

	<p>13. Package the Notice of Preliminary Conference for releasing.</p> <p>13.1 Photocopy of documents.</p> <p>13.2 Scan the documents and upload in the Legal Case Portal.</p> <p>13.3 Endorse to the Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as the Secretariat
	<p>14. Release the Notice of Preliminary Conference to the Prosecutor and Respondent and Counsel.</p> <p>14.1 Release in the EDTMS and update the Legal Case Portal</p> <p>14.2 Return the receiving copy to the Administrative Assistant I designated as the Secretariat for filing.</p>	None	15 minutes	Administrative Aide IV
	<p>15. The Administrative Assistant I designated as the Records Officer shall file the receiving copy together with basic document in the case folder</p>	None	5 minutes	Administrative Assistant designated as Records Officer

16. Receives the Notice of Preliminary Conference Hearing.		None	1 day ¹⁰	Respondent and Counsel
17. The Respondent and his Counsel may opt to: (i) waive the conduct of a Formal Hearing and instead submit a Position Paper, or (ii) proceed with the conduct of Formal Hearing.	17. Facilitate the conduct of the Preliminary Conference in accordance with the agenda stated in the Notice of Preliminary Conference.	None	1 day	Director as Hearing Officer, Lawyer designated as Prosecutor, Employee as Respondent, Counsel of Respondent
	18. Issue a Preliminary Conference Order directing the Prosecutor and Respondent to submit Position Paper within thirty (30) days from receipt of the copy of the Preliminary Conference Order and to copy furnish each party. Upon receipt of the opposing party's Position Paper, for the parties to submit Comment within (15)	None	1 day	Director as Hearing Officer

¹⁰ The number of day may vary depending on the actual receipt of Notice through mailing.

	days upon receipt of the Position Paper.			
19. Respondent and Counsel shall submit the Position Paper to the Hearing Officer.	19. The Prosecutor and Respondent shall submit their Position Paper to the Hearing Officer.	None	30 days	Lawyer designated as Prosecutor, Employee as Respondent, Counsel of Respondent
20. Respondent and Counsel shall submit Comment on the Position Paper.	20. Respondent and Counsel shall submit Comment on the Position Paper.	None	15 days (upon receipt of opposing party's Position Paper)	Lawyer designated as Prosecutor, Employee as Respondent, Counsel of Respondent
	21. The Hearing Officer shall evaluate the Position Papers and Comments, if any, and shall prepare and submit a Formal Investigation Report with recommendation and draft Decision to	None	30 days (upon receipt of the Comment or after the lapse of the fifteen (15) days period, if no	Director as Hearing Officer

	<p>the Secretary as the Disciplining Authority.</p> <p>21.1 Endorse the document to the Administrative Assistant I designated as Secretariat for packaging for releasing.</p>		Comment has been filed filed)	
	<p>Package the Formal Investigation Report.</p> <p>21.2 Photocopy the document.</p> <p>21.3 Scan the document and upload in the Legal Case Portal.</p> <p>21.4 Endorse to Administrative Assistant I for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Secretariat
	<p>22. Release the Formal Investigation Report with draft Decision.</p> <p>22.1 Release in the EDTMS and update in the Legal Case Portal.</p> <p>22.2 Return the receiving copy to the Administrative Assistant I designated as the Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV

	<p>23. File the receiving copy together with the basic document in case folder.</p>	None	5 minutes	Administrative Assistant designated as the Records Officer.
	<p>24. The Disciplining Authority shall approve or disapprove the recommendation of the Hearing Officer.</p> <p>24.1 Sign the draft Decision if the recommendation is approved.</p> <p>24.2 If the recommendation is not approved, return to Step 20.</p> <p>24.3 Endorse to the Legal Service the signed Decision.</p>	None	20 days	Secretary as Disciplining Authority
	<p>25. Receive the signed Decision.</p> <p>25.1 Stamps received, with name, date and signature.</p> <p>25.2 Receive in the EDTMS and update the Legal Case Portal.</p> <p>25.3 Endorse to Director.</p>	None	10 minutes	Administrative Aide IV

	26. Endorse to Administrative Assistant I designated as the Secretariat for packaging for releasing.	None	10 minutes	Director
	27. Package the signed Decision. 27.1 Photocopy the document. 27.2 Scan the document and upload in the Legal Case Portal. 27.3 Endorse to Administrative Aide IV for releasing.	None	30 minutes	Administrative Assistant I designated as the Secretariat.
	28. Release the signed Decision. 28.1 Release in the EDTMS and update in the Legal Case Portal. 28.2 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.	None	15 minutes	Administrative Aide IV
	29. File the receiving copy together with the basic document in the case folder.	None	5 minutes	Administrative Assistant I designated as

				Records Officer.
30. Respondent and Counsel receive copy of Decision. They may file Motion for Reconsideration if they felt aggrieved on the Decision.		None	15 days (upon receipt of the Decision)	Employee as Respondent and Counsel
	31. If no Motion for Reconsideration is filed within the prescribed period, the Decision of the Secretary as the Disciplining Authority becomes final and executory. The implementation of the Decision is with the Human Resource and Management Service (HRMDS).	None	15 days (upon receipt of the Decision by the Respondent)	HRMDS
	32. File Comment on the Motion for Reconsideration. 32.1 Give copy to the Administrative Assistant I designated as Secretariat for packaging for releasing.	None	15 days (upon receipt of copy of the Motion for Reconsideration)	Lawyer designated as Prosecutor

	<p>33. Package the Comment on the Motion for Reconsideration for releasing.</p> <p>33.1 Photocopy the document.</p> <p>33.2 Scan and upload in the Legal Case Portal.</p> <p>33.3 Endorse to Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Secretariat
	<p>34. Release the Motion for Reconsideration.</p> <p>34.1 Release in the EDTMS and update the Legal Case Portal.</p> <p>34.2 Return the receiving copy to the Administrative Assistant I designated as Records Officers for filing.</p>	None	15 minutes	Administrative Aide IV
	<p>35. File the receiving copy together with the basic document in the case folder.</p>	None	5 minutes	Administrative Assistant I designated as Records Officer
	<p>36. Evaluate the Motion for Reconsideration and Comment on</p>	None	20 days	Director as Hearing Officer

	<p>the Motion for Reconsideration.</p> <p>36.1 Prepare and submit Memorandum for the Secretary with draft Decision on the Motion for Reconsideration.</p> <p>36.2 Endorse the document to the Administrative Assistant I designated as Secretariat for packaging for releasing.</p>			
	<p>37. Package the Memorandum for the Secretary with draft Decision on the Motion for Reconsideration.</p> <p>37.1 Photocopy the documents.</p> <p>37.2 Scan the documents and upload on the Legal Case Portal.</p> <p>37.3 Endorse to the Administrative Aide for releasing.</p>	None	30 minutes	Administrative Assistant I designated as Secretariat
	<p>38. Release the Memorandum for the Secretary with draft Decision on the</p>	None	15 minutes	Administrative Aide IV

	<p>Motion for Reconsideration.</p> <p>38.1 Release in the EDTMS and update the Legal Case Portal.</p> <p>38.2 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>			
	39. File the receiving copy together with basic document in the case folder.	None	5 minutes	Administrative Assistant I designated as Records Officer
	<p>40. Approve or disapprove the recommendation of the Hearing Officer.</p> <p>40.1. Sign the draft Decision on the Motion for Reconsideration if the recommendation is approved.</p> <p>40.2. Not sign the draft Decision on the Motion for Reconsideration is the recommendation is not approved.</p> <p>41. Endorse to the Legal Service the documents to the Legal Service.</p>	None	20 days	Secretary as Disciplining Authority

	<p>42. Receive the documents.</p> <p>42.1 Stamps received, with name, date and time.</p> <p>42.2 Receive in the EDTMS and update in the Legal Case Portal/</p> <p>42.3 Endorse to the Director.</p>	None	10 minutes	Administrative Aide IV
	<p>43. Endorse to the Administrative Assistant I designated as Secretariat for packaging for releasing.</p> <p>43.1 If the recommendation is not approved, return to step 35.</p>	None	15 minutes	Director as Hearing Officer
	<p>44. Package the signed Decision on the Motion for Reconsideration for releasing.</p> <p>44.1 Photocopy the documents.</p> <p>44.2 Scan the documents and upload in the Legal Case Portal.</p> <p>44.3 Endorse to the Administrative Aide IV for releasing.</p>	None	30 minutes	Administrative Assistant designated as Secretariat

	<p>45. Release the signed Decision on the Motion for Reconsideration.</p> <p>45.1 Release in the EDTMS and update in the Legal Case Portal.</p> <p>45.2 Return the receiving copy to the Administrative Assistant I designated as Records Officer for filing.</p>	None	15 minutes	Administrative Aide IV
	46. File the receiving copy together with the basic document in the case folder.	None	5 minutes	Administrative Assistant I designated as Records Officer
47. The Respondent and Counsel receive copy of the Decision on the Motion for Reconsideration. They may appeal ¹¹ the decision on the Motion for Reconsideration before the Civil Service Commission.	47. Prosecutor receives Decision on the Motion for Reconsideration.	None	15 days (upon receipt of Decision on the Motion for Reconsideration)	Employee as Respondent and Counsel

¹¹ Governed by the 2017 Rules on Administrative Cases in the Civil Service

	48. If no appeal is filed within the prescribed period, the Decision on the Motion for Reconsideration of the Secretary as the Disciplining Authority becomes final and executory. The implementation of the Decision is with the Human Resource Management and Development Service.	None	15 days (upon receipt of Decision on the Motion for Reconsideration by Respondent)	HRMDS
Total	None	241 days, 7 hours 20 minutes		

8. Handling of Externally Litigated Cases

This process covers the provision of legal representation or assistance in all litigated cases which involves the Department, its offices, bureaus, services, units or personnel while performing their official duties, either by the Legal Service itself or by other legal partners, such as the Office of the Solicitor General (OSG) or Field Office (FO) Lawyers.

Office or Division:	Legal Management Division (LMD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Central Offices and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter or Memorandum		Central Offices and Field Offices		
Subpoena, Orders, Decisions and Resolutions		Court, Tribunals and Quasi-Judicial Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission to the Office of the Secretary of a referral letter or Memorandum with	1. Secretary shall endorse the letter or Memorandum with attachments to the Legal Service.	None	7 days	Secretary

attached supporting documents, such as but not limited to the following; subpoena, orders, decisions and resolutions.				
	<p>2. Receive the referral letter or Memorandum with attachments.</p> <p>2.1 Stamps the document with received, name, date and time</p> <p>2.2 Received in the EDTMS and update the Legal Case Portal</p> <p>2.3 Endorse to the Director</p>	None	10 minutes	Administrative Aide IV
	<p>3. Review the referral letter or memorandum and supporting documents and determines whether or not the case is worth handling:</p> <p>3.1 if worth handling, assign a Lawyer and Legal Assistant to study the same.</p> <p>3.2 If not worth handling, assign a Lawyer to draft Memorandum to such effect addressed to the endorsing office.</p>	None	30 minutes	Director

	<p>4. Study and conduct all necessary research.</p> <p>a. If the case is still in its initiatory stage, the Lawyer shall draft a Complaint or other initiatory pleading in accordance with the Rules of Court or other applicable rules of procedure.</p> <p>b. If the case is already pending, the Lawyer, with assistance from the Legal Assistant, shall coordinate with the Court and/or handling Public Prosecutor where the case is pending to determine the status and gather any necessary information.</p> <p>c. The Lawyer shall determine the next steps to be undertaken in relation to the case.</p> <p>c.1 the Lawyer shall comply with any necessary requirement such as attending Hearing or filing a Pleading.¹²</p>	None	20 days	Lawyer/ Legal Assistant
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¹² Compliance period would depend on the Order or reglementary period imposed upon by the applicable rules.

	<p>5. The progress of cases shall be recorded and monitored in accordance with MONITORING OF CASES.</p> <p>a. If a case is new, the Legal Assistant shall input the same and all updates in the Legal Case Portal.</p> <p>b. For pending cases, the Legal Assistant shall input all updates in the Legal Case Portal.</p>	None	15 minutes	Legal Assistant
6. Referring office will receive a Memorandum providing for the actions taken by the Legal Service.	6.Lawyer shall send Memoranda to referring parties to give updates on the cases they referred.	None	1 hour	Lawyer
Total		None	27 days, 1 hour and 55 minutes	

Legal Service (LS) Internal Services

1. Provision of Comments and Inputs on the Proposed Bills

The process of receiving, documenting, reviewing and providing inputs on the proposed measures and the transmittal of the same.

Office or Division:	Standards Bureau - Standards Development Division
Classification:	Complex Transaction
Type of Transaction:	Government to Government
Who may avail:	Offices, Bureaus, Services and Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
i. Submit the inter-office memorandum to Standards Bureau together with the proposed bill/s.	<p>Receive the inter-office memorandum together with its attachments.</p> <p>Print the transmittal and attachments for memorandum sent through e-mail,</p> <p>Input the document details in the Data Tracking Management System (DTMS), Forward to assigned division with routing slip.</p>	None	15 minutes	Support Staff (Standards Bureau – SB)
ii. Wait for response.	Receive and track the document and forward it the Division Chief.	None	15 minutes	Support Staff (Standards Development Division - SDD)
	Assign the document to technical staff according to their specialization on the proposed measures.	None	30 minutes	Division Chief (Standards Development Division - SDD)

	Review and provide inputs on the proposed measures. Draft the response inter-office memorandum.	None	3 days and 4 hours	Technical Staff (Standards Development Division - SDD)
	Review and provide inputs on the response inter-office memorandum. <i>5.a If approved</i> , affix initial to the inter-office memorandum for endorsement to the Office of Bureau Director (OBD). <i>5.b If not approved</i> , return the commented document to the technical staff for revision and re-submission.	None	1 day and 30 minutes	Division Chief (Standards Development Division - SDD)
	Receive, track and forward the document to the Support Staff on the Office of the Bureau Director for Signature.	None	15 minutes	Support Staff (Standards Development Division – SB)
	Receive, track and forward the document to the Bureau Director for Signature.	None	15 minutes	Support Staff (Office of the Bureau Director – SB)
	Review and approve the response inter-office memorandum. <i>7.a If approved</i> , sign the inter-office memorandum <i>7.b If not approved</i> , return the document to the concerned Division through the Support Staff of SB and SDD; for	None	1 day, 1 hour and 45 minutes	Bureau Director (Standards Bureau – SB)

	revision and re-submission			
3. Receive response inter-office memorandum with the comment/inputs on the proposed measure.	Once signed, the OBD Secretary will forward the document to SDD Support Staff and provide the office requesting for comments the advance copy through email while the signed copy shall be duly received by their incoming documents.	None	15 minutes	Bureau Director Support Staff (Standards Bureau – SB)
Total Working Days			7 days	

2. Provision of Comments and Inputs on the Draft Manual

The process of researching reviewing and incorporating of inputs on the proposed draft manual

Office or Division:	Standards Development Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Offices, Bureaus, Services and Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
i. Submit the inter-office memorandum to Standards Bureau.	<p>Receives the inter-office memorandum together with its attachments.</p> <p>For the memorandum sent through e-mail, together with its attachment shall be printed.</p> <p>This shall be forwarded to assigned division with routing slip.</p>	None	15 minutes	Support Staff (Standards Bureau – SB)

ii. Waiting for comments	The Support Staff who is in charge of all incoming documents of the assigned Division shall receive and forward the document to Division Chief.	None	30 minutes	Support Staff (Standards Development Division - SDD)
	Assigned the document for comments to technical staff according to their specialization on the proposed measures.	None	30 minutes	Division Chief (Standards Development Division - SDD)
	Review and provide inputs on the draft Manual. Draft the inter-office memorandum.	None	9 days and 4 hours	Technical Staff (Standards Development Division - SDD)
	Review and provide inputs on the proposed measures. <i>5.a If approved</i> , signed the inter-office memorandum and endorse to the Office of Bureau Director (OBD). This shall be forwarded to the Support Staff of the Division. The support staff shall track and forward the document to the Office of the Bureau Director. <i>5.b If not approved</i> , return the document to technical staff with comments. The technical staff shall enhance and re-submit the document.	None	3 days	Division Chief (Standards Development Division - SDD)

	Receive, track and forward the document to the Support Staff on the Office of the Bureau Director for Signature.	None	15 minutes	Support Staff (Standards Development Division – SB)
	Receive, track and forward the document to the Bureau Director for Signature.	None	15 minutes	Support Staff (Office of the Bureau Director – SB)
	<p>Review and provide inputs on the proposed measures.</p> <p><i>7.a If approved, signed the inter-office memorandum. This shall be forwarded to the Support Staff of the Division. The support staff shall track and forward the document to the Office of the Bureau Director.</i></p> <p><i>7.b If not approved, return the document to technical staff with comments. The technical staff shall enhance and re-submit the document.</i></p>	None	2 days, 2 hours and 15 minutes	Bureau Director (Standards Bureau – SB)
	The OBD Secretary shall forward the document to SDD Support Staff.	None	15 minutes	Support Staff (Office of the Bureau Director – SB)
3. Received the comment/inputs on the proposed measure.	To provide the office requesting for comments the advance copy through email while the signed copy shall be duly received by their incoming documents.			Support Staff (Standards Bureau – SB)
Total Working Days			15 days	

3. Issuance of Billing Statement in Connection with Application for Registration, Licensing, and Accreditation (RLA) of the Social Welfare and Development Agencies (SWDAS)

The process of preparing the Billing Statement

Office or Division:	Standards Bureau-Standards Compliance and Monitoring Division (SCMD)
Classification:	Simple Transaction
Type of Transaction:	Client to Government (C2G) Government to Government (G2G)
Who may avail:	Social Welfare and Development Agency/ies who will apply for Registration, License to Operate and Accreditation
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For Social Welfare and Development Agency/ies who will apply for Registration, License to Operate and Accreditation of their programs and services must pay the processing fee	
1. Upon submission of the requirements for application on Registration, License to Operate and Accreditation of SWDAs, they will be advice to pay for the processing fee	1 Billing Statement will be prepared by SCMD Administrative Staff and payment will be done in the Cash Division of DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
STEP 1: Upon submission of the documentary requirements for Registration, License to Operate and/or Accreditation application, the SWDA will be ask for the billing statement to pay the processing fees	1. The SCMD Administrative Staff will facilitate the Billing Statement 2. OIC Director of the Standards Bureau shall sign the accomplished Billing Statement	Per MC12 s.2015	5 minutes	SCMD Administrative Assistant OIC Director of Standards Bureau
STEP 2:				

SWDA Representative shall bring with him/her the Billing Statement to the Accounting Office to get the order of payment and pay the required amount to be paid to Cash Division of DSWD Central Office	1. Once the Billing Statement was signed, the SWDA Representative will be advised to pay it to the Cash Division of DSWD Central Office 2. Advised the SWDA Representative to present the Official Receipt (OR) to the SB Staff and photocopy it for SB file	₱1,000.00 for Registration ₱1,000.00 for Licensing For Accreditation: ₱1,000.00 per program per facility per region per application	30 minutes	SCMD Administrative Assistant II Accounting Department Cash Division, DSWD Central Office
	TOTAL Complete and Compliant:	₱1,000.00 for Registration ₱1,000.00 for Licensing For Accreditation: ₱1,000.00 per program per facility per region per application	Thirty-five (35) minutes	

4. Issuance of the Certified True Copy of Registration, License to Operate and Accreditation (RLA) Certificates to Social Welfare and Development Agencies (SWDAs)

The process of facilitating the request of Certified True Copy (CTC)

Office or Division:	Standards Bureau-Standards Compliance and Monitoring Division (SCMD) Records and Archives Management Division
Classification:	Simple Transaction
Type of Transaction:	<ul style="list-style-type: none"> Client to Government (C2G) Government to Government (G2G)

Who may avail:	Social Welfare and Development Agency/ies with valid Registration, License to Operate and Accreditation Certificate/s issued by Standards Bureau	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
3 For Social Welfare and Development Agency/ies desiring to request for Certified True Copy (CTC) of their RLA Certificates for PCNC or BIR Application purposes.		
A. Request Letter from SWDAs' address to the OIC Director of Standards Bureau either via email or hand carried.	2 From the requesting SWDAs	
B. RAMD form to be accomplished by SCMD Administrative Staff	3 RAMD Form provided by the Records and Archives Management Division, DSWD Central Office, Batasan Hills, Quezon City	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
STEP 1: Submit Request Letter for Certified True Copy (CTC) to Standards Bureau either by email or hand carried	Track it in the EDTMS and forward it to the SCMD Support Staff to facilitate the request	None	Day 1 15 minutes	Incoming Support Staff SCMD Support Staff
STEP 2: SWDA will wait for the call from the Standards Bureau if the request for CTC is already available for pick-up	1. Fill up the RAMD Form on the Request for CTC 2. OIC Director will sign the filled-up RAMD Form 3. Once signed, have it photocopied and forward by outgoing SCMD Staff to RAMD 4. RAMD Support Staff will facilitate the request	None	Day 2 30 minutes	SCMD Support Staff, Standards Bureau OIC Director, Standards Bureau Outgoing Support Staff, Standards Bureau

	and endorsed the Certified True Copy/ies to Standards Bureau for releasing			RAMD Support Staff, Standards Bureau
STEP 3: Releasing of CTC and Payment	Upon receipt of the CTC, SCMD Support Staff will notify the Requesting Party/SWDA to pick-up the CTC and pay the P15.00 per copy	P15.00 per copy	DAY 3 45 minutes	Incoming Staff of the Standards Bureau SCMD Support Staff SWDA Representative for payment Accounting and Cash Division, DSWD Central Office
	TOTAL Complete and Compliant:	P15.00 per copy	Three (3) days, One (1) hour and thirty (30) minutes	

5. Response to Referrals and Inquiries forwarded by other Offices, Bureaus, Services, and Units Relative to Standards Compliance Monitoring Division External Core Processes

The process of responding to documents referred for action and/or clarification from other OBSUs relative to the division's implementation of its core processes

Office or Division:	Standards Bureau - Standards Compliance Monitoring Division
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Offices, Bureaus, Services, and Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive referral from OSEC/Cluster Head/Other OBS	<p>Receive the inter-office memorandum together with its attachments and/or comments</p> <p>Print the transmittal and attachments for drafting of memorandum.</p> <p>Input the document details in the Data Tracking Management System (DTMS), forward to SMCD for farming out to concerned technical staff with accomplished routing slip.</p>	None	15 minutes	Concerned Administrative Staff (Standards Bureau [SB])
2. Provide comments and response to referrals received	2.a. Receive and track the document and forward it the Division Chief (DC).	None	15 minutes	SCMD Support Staff
	2.b. DC assigns the document to technical staff according to their groups of specialization (Registration, Licensing, Accreditation of SWDAs/CSOs etc.)	None	4 hours	SCMD Division Chief
	2.c. Forwards the documents and routing slip to concerned SB support staff for farming out to the Team Leader (TL)	None	15 minutes	SCMD Support Staff
	2.d. Receive and track the document and forward it to concerned technical staff.	None	1 hour	Team Leader

	2.e. Provide initial inputs/actions to the document referred	None	1 day	Concerned SCMD Technical Staff
	2.f. Draft the response memorandum.	None	1 hour	Concerned SCMD Technical Staff
	2.g. Print response memorandum.	None	15 minutes	Concerned SCMD Technical Staff
	2.h. Forward the document to Concerned Team Leader	None	15 minutes	Concerned SCMD Technical Staff
	2.i. Receive and track the document	None	15 minutes	Concerned Team Leader
	2.j. Review and provide inputs on the submitted response inter-office memorandum	None	1 day	Concerned Team Leader
	2.k. Forward the document to support staff	None	15 minutes	Concerned Team Leader
	2.l. Receive and track the document and forward it the Division Chief (DC).	None	15 minutes	SCMD Support Staff

	<p>2.m. Review the draft response inter-office memorandum</p> <p><i>If approved, affix initial to the inter-office memorandum for endorsement to the Office of Bureau Director (OBD). Forward the document to SCMD Support Staff for tracking</i></p> <p><i>If not approved, return the commented document to the technical staff for revision and re-submission.</i></p>	None	2 days	SCMD Division Chief
	<p>2.n. Receive and track the document and forward it the OBD Support Staff</p>	None	15 minutes	SCMD Support Staff
	<p>2.o. Receive, track and forward the document to the Bureau Director for Signature.</p>	None	15 minutes	OBD Support Staff
	<p>2.p. Review and approve the inter-office memorandum response to the referral</p> <p><i>If approved, sign the inter-office memorandum</i></p> <p><i>If not approved, return the document to the concerned Division through the Support Staff of SB and SDD; for revision and re-submission</i></p>	None	2 days	SB Bureau Director
3. Release response inter-office memo with approved action and/or	<p>3.a. Bureau Director release the document to the OBD Secretary</p>	None	15 minutes	SB Bureau Director

comment/inputs on the document.				
	3.b. OBD Secretary forwards the approved inter-office response to concerned SCMD Administrative Staff for tracking of documents in the DTMS including the accomplished routing slip.	None	15 minutes	OBD Secretary
	3.c. SCMD Administrative Staff forwards the approved inter-office memo response to the designated Outgoing SB Administrative Staff	None	15 minutes	SCMD Administrative Staff
	3.d. Outgoing SB Administrative Staff sends the signed copy through email	None	15 minutes	SB Outgoing Staff
	3.e. Outgoing SB Administrative Staff hand-carried the approved/signed inter-office memo response duly received by the requesting office support staff.	None	1.5 hours	SB Outgoing Staff
Total Working Days			7 days	

6. Crafting / Development of Advocacy Materials on Regulatory Services (Press Release, IEC Material, or Interview Guide Questions) as Requested by other Divisions of the Standards Bureau

Office or Division:	Standards Bureau - Standards Enforcement and Advocacy Division
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Classification:	Complex Transaction
Type of Transaction:	Government to Government
Who may avail:	Offices, Bureaus, Services, and Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
iii. Submit the inter-office memorandum to Standards Bureau Director together with the other attachments	<p>Receive the inter-office memorandum together with its attachments.</p> <p>Print the transmittal and attachments for memorandum sent through e-mail.</p> <p>Input the document details in the Data Tracking Management System (DTMS), forward to assigned division with routing slip.</p>	None	15 minutes	Support Staff (Standards Bureau [SB])
iv. Wait for response.	Receive and track the document and forward it to the Division Chief.	None	15 minutes	Support Staff (Standards Enforcement and Advocacy Division [SEAD])
	Assign the document to technical staff according to their specialization.	None	30 minutes	SEAD Division Chief
	<p>Conceptualize / craft / develop IEC materials (consult other Divisions)</p> <p>Draft the response inter-office memorandum.</p> <p>Forward the document to SEAD Support Staff</p>	None	3 days	SEAD Technical Staff
	Receive and track the document and forward it to the Division Chief.	None	15 minutes	SEAD Support Staff

	Review and provide inputs on the response inter-office memorandum <i>5.a If approved, affix initial to the inter-office memorandum for endorsement to the Office of Bureau Director (OBD). Forward the document to SEAD Support Staff for tracking</i> <i>5.b If not approved, return the commented document to the technical staff for revision and re-submission.</i>	None	1 day & 4 hours	SEAD Division Chief
	Receive and track the document and forward it the SB Support Staff.	None	15 minutes	SEAD Support Staff
	Receive, track and forward the document to the Bureau Director for Signature.	None	15 minutes	SB Support Staff
	Review and approve the response on the inter-office memorandum. <i>7.a If approved, sign the inter-office memorandum</i> <i>7.b If not approved, return the document to the concerned Division through the Support Staff of SB and SEAD; for revision and re-submission</i>	None	1 day	SB Bureau Director

	Receive, track and forward the document to the SEAD Support Staff for outgoing to the Cluster Head	None	15 minutes	SB Support Staff
	Receive and track the document and forward it the Cluster Head Support Staff for approval/ signature	None	15 minutes	SEAD Support Staff
	Review and approve the response on the inter-office memorandum. <i>7.a If approved, sign the inter-office memorandum</i> <i>7.b If not approved, return the document to the Standards Bureau through the Support Staff of SB and SEAD; for revision and re-submission</i>	None	1 day	Cluster Head
3. Receive response inter-office memorandum with the comment/inputs on document.	Once signed, the Cluster Head Support Staff will forward the document to SB and SEAD Support Staff and provide the approved/ signed copy to the office requesting the IEC documents thru its support staff.	None	1 hour & 45 minutes	SB Bureau Director
Total Working Days			7 days	

7. Comments and Inputs to Advocacy Materials on Regulatory Services (Press Release, IEC Material, or Interview Guide Questions) Drafted/ Prepared by the Social Marketing Service

Office or Division:	Standards Bureau - Standards Enforcement and Advocacy Division
Classification:	Simple Transaction

Type of Transaction:	Government to Government
Who may avail:	Offices, Bureaus, Services, and Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
v. Submit the inter-office memorandum to Standards Bureau together with the drafted Press Release (PR), IEC Materials, or Interview Guide Questions	<p>Receive the inter-office memorandum together with its attachments.</p> <p>Print the transmittal and attachments for memorandum sent through e-mail.</p> <p>Input the document details in the Data Tracking Management System (DTMS), forward to assigned division with routing slip.</p>	None	15 minutes	Support Staff (Standards Bureau [SB])
vi. Wait for response.	Receive and track the document and forward it to the Division Chief.	None	15 minutes	Support Staff (Standards Enforcement and Advocacy Division [SEAD])
	Assign the document to technical staff according to their specialization.	None	30 minutes	SEAD Division Chief
	<p>Review and provide inputs to the document. Consult/coordinate with other Divisions of SB.</p> <p>Draft the response inter-office memorandum.</p> <p>Forward the document to SEAD Support Staff</p>	None	1 day	SEAD Technical Staff
	Receive and track the document and forward it to the Division Chief.	None	15 minutes	SEAD Support Staff

	Review and provide inputs on the response inter-office memorandum <i>5.a If approved, affix initial to the inter-office memorandum for endorsement to the Office of Bureau Director (OBD). Forward the document to SEAD Support Staff for tracking</i> <i>5.b If not approved, return the commented document to the technical staff for revision and re-submission.</i>	None	7 hours	SEAD Division Chief
	Receive and track the document and forward it the SB Support Staff.	None	15 minutes	SEAD Support Staff
	Receive, track and forward the document to the Bureau Director for Signature.	None	15 minutes	SB Support Staff
	Review and approve the response on the inter-office memorandum. <i>7.a If approved, sign the inter-office memorandum</i> <i>7.b If not approved, return the document to the concerned Division through the Support Staff of SB and SDD; for revision and re-submission</i>	None	7 hours	SB Bureau Director

3. Receive response inter-office memorandum with the comment/inputs on document.	Once signed, the OBD Secretary will forward the document to SEAD Support Staff and provide the office requesting for comments the advance copy through email while the signed copy shall be duly received by the requesting office support staff.	None	15 minutes	SB Bureau Director
Total Working Days			3 days	

8. Comments and Inputs on the Draft Policies/Guidelines Requested by Standards Bureau Divisions

Office or Division:		Standards Bureau – Standards Enforcement and Advocacy Division		
Classification:		Simple		
Type of Transaction:		Within the Bureau		
Who may avail:		Offices, Bureaus, Services and Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inter-division memorandum to the other divisions together with the draft policies or guidelines	<p>Receive the inter-division memorandum together with its attachments.</p> <p>Print the transmittal and attachments for memorandum sent through e-mail,</p> <p>Input the document details in the Data Tracking Management System (DTMS), Forward to assigned division with routing slip.</p>	None	15 minutes	Support Staff (Standards Bureau – SB)

2. Wait for response.	Receive and track the document and forward it the Division Chief.	None	15 minutes	Support Staff (Standards Enforcement and Advocacy Division - SEAD)
	Assign the document to technical staff according to their specialization on the proposed measures.	None	30 minutes	SEAD Division Chief
	Review and provide inputs on the proposed measures. Draft the response inter-division memorandum.	None	1 day	SEAD Technical Staff
	Receive and track the document and forward it to the Division Chief.	None	15 minutes	SEAD Support Staff
	Review and provide inputs on the response inter-division memorandum. <i>5.a If approved, signed the the inter-division memorandum for endorsement to the Office of Bureau Director (OBD).</i> <i>5.b If not approved, return the commented document to the technical staff for revision and re-submission.</i>	None	1 day	SEAD Division Chief

	Receive, track and forward the document to the Support Staff on the Office of the Bureau Director for information and further instructions.	None	15 minutes	SEAD Support Staff
	Receive, track and forward the document to the Bureau Director for endorsement to SDD/SCMD	None	15 minutes	Support Staff (Office of the Bureau Director – SB)
	Review and approve the response inter-division memorandum. <i>7.a If approved, sign/endorse the inter-division memorandum</i> <i>7.b If not approved, return the document to the SEAD DC and/or concerned SEAD Technical Staff through the SEAD Support Staff; for revision and re-submission</i>	None	6 hours	Bureau Director (Standards Bureau – SB)
3. Receive response inter-division memorandum with the comment/inputs on the draft guideline/policies.	Once signed, the OBD Secretary will forward the document to concerned Division Support Staff.	None	15 minutes	Bureau Director Support Staff (Standards Bureau – SB)
Total Working Days			3 days	

**Social Welfare Institutional Development Bureau
(SWIDB)
Internal Services**

1. Review of Activity Proposal

Submission of activity proposal by offices, bureaus, and services (OBS) in DSWD Central Office to the Social Welfare Institutional Development Bureau (SWIDB); for the Bureau's review/technical assistance on designing capability-building activities (CBAs) according to standards.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in DSWD Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover memo		Proponent/requesting office		
2. Activity Proposal (Template)		SWIDB-CBD		
3. Activity Matrix (Template)				
4. Process Map (Template)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of activity proposal with complete attachments	1. Accept and track the activity proposal	None	40 Minutes	Records Officer (Office of the Bureau Director)
	1.1 Endorse activity proposal to the Division Chief	None	40 Minutes	Records Officer (Office of the Bureau Director)
	1.2 Forward the activity proposal to the assigned technical staff per initial assessment	None	30 Minutes	Division Chief (Capability Building Division)
	1.3 Review the proposal per standard, and write a reply memo with document tracking no. (DRN)	None	3 Days	Training Specialist/Social Welfare Officer III (Capability Building Division)
	1.4 Forward the reviewed proposal and reply memo on	None	30 Minutes	Training Specialist/Social Welfare Officer III

	comments/inputs/clarifications to the Division Chief			(Capability Building Division)
	1.5 Review the reply memo on comments/inputs/clarifications on the proposal based on form and substance, and complete staff work (CSW)	None	2 Days	Division Chief (Capability Building Division)
	1.6 Affix initials on the transmittal memo with a note that the document is complete	None	40 Minutes	Division Chief (Capability Building Division)
	1.7 Forward the proposal to the Bureau Secretary	None	40 Minutes	Division Chief (Capability Building Division)
	1.8 Track the proposal and forward to the Bureau Director	None	3 Hours	Bureau Secretary (Office of the Bureau Director)
	1.9a Review the transmittal memo	None	30 Minutes	Bureau Director (SWIDB)
	1.9b Sign the memo and affix initials on the proposal	None	15 Minutes	Bureau Director (SWIDB)
	1.9c Track, photocopy, and/or scan the memo	None	35 Minutes	Records Officer (Office of the Bureau Director)
	1.9d Scan and forward the memo to the concerned office	None	1 Day	Records Officer (Office of the Bureau Director)
	TOTAL:	None	7 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	<p>Feedback and complaints undergo the same process.</p>
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

2. Endorsement of Continuing Professional Development Application

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is sent through the Social Welfare Institutional Development Bureau (SWIDB).

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in DSWD Central Office (CO) and Field Offices (FOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Set: 1 original copy for filing</i>				
1. CPD Application Form		PRC website <prc.gov.ph>		
2. Instructional Design		PRC website <prc.gov.ph>		
3. Evaluation Tool		SWIDB-CBD		
4. Program of Activities		SWIDB-CBD		
5. Resume of Speaker/s		PRC website <prc.gov.ph>		
6. Current Professional ID of Speaker/s		SWIDB-CBD		
7. Breakdown of Expenses for the Conduct of Program		SWIDB-CBD		
<i>Additional Requirements for Online Learning</i>				
8. Declaration of Minimum Technical Requirements		SWIDB-CBD		
9. Privacy Policy		SWIDB-CBD		
10. Certificate of Participation		SWIDB-CBD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPD Application and attachments via hard copy, or email to <swidb@dswd.gov.ph>	1. Accept and track the application	None	3 Hours	Records Officer (Office of the Bureau Director)
	1.1 Endorse the application to the Division Chief	None	2 Hours	Records Officer (Office of the Bureau Director)
	1.2 Forward the application to the assigned technical staff	None	30 Minutes	Division Chief (Capability Building Division)

	per initial assessment			
	1.3 Review the application per PRC and DSWD standards	None	5 Days	CPD Focal Person (Capability Building Division)
	1.4 Forward the reviewed application and reply memo/email on comments/inputs/clarifications to the Division Chief	None	20 Minutes	CPD Focal Person (Capability Building Division)
	1.5 Review the reply memo/email on comments/inputs/clarifications on the application	None	5 Days	Division Chief (Capability Building Division)
	1.6 Affix initials on the application with a note that the document is complete	None	5 Minutes	Division Chief (Capability Building Division)
	1.7 Forward the application to DSWD CPD Focal Person	None	5 Minutes	Division Chief (Capability Building Division)
	1.8 Review the application	None	2 Days	DSWD CPD Focal Person/Division Chief (Knowledge Management Division)
	1.9 Sign the application	None	5 Minutes	DSWD CPD Focal Person/Division Chief (Knowledge Management Division)
	1.9a Package and file the application	None	5 Hours	CPD Focal Person (Capability Building Division)

	1.9b Scan the application and attachments	None	30 Minutes	CPD Focal Person (Capability Building Division)
	1.9c Upload the scanned application and attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person (Capability Building Division)
	1.9d Submit online via CPD Accreditation System	None	5 Days	CPD Focal Person (Capability Building Division)
	1.9e Track the submitted application	None	30 Minutes	Records Officer (Office of the Bureau Director)
	1.9f Update the monitoring sheet in Google Drive	None	25 Minutes	CPD Focal Person (Capability Building Division)
	1.9g E-mail the concerned CO/FO on their submitted application	None	30 Minutes	CPD Focal Person (Capability Building Division)
	1.9h Send file copy/package document	None	1 Day	CPD Focal Person (Capability Building Division)
	TOTAL:	None	20 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p>

	<p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

3. Endorsement of Completion Report on Continuing Professional Development Program

After the conduct of applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent through the Social Welfare Institutional Development Bureau (SWIDB).

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)
Classification:	Highly technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All offices in DSWD Central Office (CO) and Field Offices (FOs)
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	

<i>Set: 1 original copy for filing</i>				
1. CPD Completion Report Form		PRC website <prc.gov.ph>		
2. CPD Attendance Sheet		PRC website <prc.gov.ph>		
3. Actual Program of Activities with List of Resource Speakers		SWIDB-CBD		
4. Lecture Materials		Proponent Office		
5. Summary of Evaluation of Speakers		SWIDB-CBD		
6. Summary of Evaluation of Learning of Participants		SWIDB-CBD		
7. Financial Report		SWIDB-CBD		
8. Relevant Photographs		Proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPD Completion Report and attachments via hard copy, or email to <swidb@dswd.gov.ph>	1. Accept and track the completion report	None	3 Hours	Records Officer (Office of the Bureau Director)
	1.1 Endorse the completion report to the Division Chief	None	2 Hours	Records Officer (Office of the Bureau Director)
	1.2 Forward the completion report to the assigned technical staff	None	30 Minutes	Division Chief (Capability Building Division)
	1.3 Review the completion report per PRC and DSWD standards	None	5 Days	CPD Focal Person (Capability Building Division)
	1.4 Forward the reviewed completion report and reply memo/email on comments/inputs/clarifications to the Division Chief	None	20 Minutes	CPD Focal Person (Capability Building Division)
	1.5 Review the reply memo/email on comments/inputs	None	5 Days	Division Chief (Capability Building Division)

	ts/clarifications on the completion report			
	1.6 Affix initials on the completion report with a note that the document is complete	None	5 Minutes	Division Chief (Capability Building Division)
	1.7 Forward the completion report to DSWD CPD Focal Person	None	5 Minutes	Division Chief (Capability Building Division)
	1.8 Review the completion report	None	2 Days	DSWD CPD Focal Person/Division Chief (Knowledge Management Division)
	1.9 Sign the completion report	None	5 Minutes	DSWD CPD Focal Person/Division Chief (Knowledge Management Division)
	1.9a Package and file the completion report	None	5 Hours	CPD Focal Person (Capability Building Division)
	1.9b Scan the completion and attachments	None	30 Minutes	CPD Focal Person (Capability Building Division)
	1.9c Upload the scanned completion and attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person (Capability Building Division)
	1.9d Submit online via CPD Accreditation System	None	5 Days	CPD Focal Person (Capability Building Division)
	1.9e Track the submitted completion report	None	30 Minutes	Records Officer (Office of the Bureau Director)

	1.9f Update the monitoring sheet in Google Drive	None	25 Minutes	CPD Focal Person (Capability Building Division)
	1.9g E-mail the concerned CO/FO on their submitted completion report	None	30 Minutes	CPD Focal Person (Capability Building Division)
	1.9h Send file copy/package document	None	1 Day	CPD Focal Person (Capability Building Division)
	TOTAL:	None	20 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and

	1H (how) -Evidence <i>Same contact numbers</i>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)

4. SWADCAP Activity Reservation by DSWD Employees

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

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo requesting SWADCAP availability		Requesting party		
2. SWADCAP Reservation Form		SWIDB		
3. Activity Terms and Conditions		SWIDB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request memo to SWIDB	1. Track the document	None	1 Hour	SWIDB Admin Staff/Information Systems Analyst (Office of the Bureau Director)

	2. Check the memo: activity title, activity date, and no. of participants	None	1 Hour	SWIDB Admin Staff/Information Systems Analyst (Office of the Bureau Director)
	3. Check availability via SWADCAP Calendar	None	1 Hour	SWIDB Admin Staff/Information Systems Analyst (Office of the Bureau Director)
	4. Issue a Certification if available or not, and affix initials	None	1 Hour	SWIDB Admin Staff/Information Systems Analyst (Office of the Bureau Director)
	5. Submit Certification to the Bureau Director for signature	None	1 Day	Bureau Director (SWIDB)
	6. Track and forward the signed Certification attached with Reservation Form and Activity Terms and Conditions (if SWADCAP is available) to the requesting office	None	1 Hour	Admin Staff/Information Systems Analyst (Office of the Bureau Director)
2. Fill out Reservation Form and Activity Terms and Conditions		None	1 Day	
3. Submit to SWADCAP thru e-mail		None	1 Hour	
	7. Book reservation to SWADCAP calendar	None	1 Hour	SWADCAP Admin Staff
	8. Send confirmation of	None	1 Hour	SWADCAP Admin Staff

	reservation thru e-mail			
	TOTAL:	None	3 Days	

5. KEC Function Room Reservation

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

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of function room via phone call/walk-in	1. Check availability via KEC Calendar	None	1 Hour	KEC Librarian (Knowledge Management Division)
	2. Inform the inquiring party if the request can be accommodated or not	None	1 Hour	KEC Librarian (Knowledge Management Division)
	3. If preferred date/schedule is available, get e-mail of inquiring party	None	1 Hour	KEC Librarian (Knowledge Management Division)
	1. Send Reservation Form to the inquiring party thru e-mail	None	2 Hours	KEC Librarian (Knowledge Management Division)

2. Fill out Reservation Form		None	4 Hours	
3. Submit accomplished Reservation Form to KEC thru e-mail		None	2 Hours	
	5. Book reservation to KEC Calendar	None	4 Hours	KEC Librarian (Knowledge Management Division)
	6. Send confirmation/ acknowledgement thru e-mail	None	1 Hour	KEC Librarian (Knowledge Management Division)
	TOTAL:	None	2 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box at the Knowledge Exchange Center (KEC). You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405, 419</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419.</p>
How to file a complaint	Feedback and complaints undergo the same process.

	Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <i>Same contact numbers</i>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)

6. Request Access to Library/KEC Materials and Collections

Request access to Knowledge Exchange Center (KEC) Materials and Collections done by employees and other customers for their research.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	DSWD employees, other government agencies, and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Knowledge Exchange Center		
Valid ID		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request access to KEC materials	1. Check database for availability of requested material/s	None	1 Hour	KEC Librarian (Knowledge Management Division)
	2.If available, get e-mail address of inquiring party	None	1 Hour	KEC Librarian (Knowledge Management Division)
	3. Send Request Form thru e-mail	None	1 Hour	KEC Librarian (Knowledge

				Management Division)
2.Fill out Request Form			1 Day	
3 Send accomplished Request Form to KEC thru e-mail			1 Hour	
	4. Send confirmation/ acknowledgement thru e-mail		2 Hours	KEC Librarian (Knowledge Management Division)
4. Go to KEC and present ID and access material/s			1 Hour	
	5. Assist the client to access the requested item/s		1 Hour	KEC Librarian (Knowledge Management Division)
	TOTAL:	None	2 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box at the Knowledge Exchange Center (KEC). You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405, 419</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p>

	For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419.
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)

7. Borrowing of KEC Materials and Collections

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

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowing Form		Knowledge Exchange Center		
Valid ID		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of knowledge material via	1. Check availability of knowledge material to the database	None	1 Hour	KEC Librarian (Knowledge Management Division)

phone call/walk-in				
	2.If available, get e-mail address of inquiring party	None	1 Hour	KEC Librarian (Knowledge Management Division)
	3. Send Borrowing Form thru e-mail	None	1 Hour	KEC Librarian (Knowledge Management Division)
2. Fill out Borrowing Form		None	1 Day	
3. Send accomplished Borrowing Form to KEC thru e-mail		None	1 Hour	
	4. Send confirmation/ acknowledgement thru e-mail	None	2 Hours	KEC Librarian (Knowledge Management Division)
4. Provide ID and get the borrowed material at the KEC		None	1 Hour	
	5. Advise the borrower to return the borrowed material/s within five (5) working days	None	1 Hour	KEC Librarian (Knowledge Management Division)
	TOTAL:	None	2 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box at the Knowledge Exchange Center (KEC). You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405, 419</p>
How feedback forms are processed	Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.

	<p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

8. Organize Meeting with Partners (internal or external) via electronic mail or phone call

Request attendance to meetings of partner organizations and associations sent via electronic mail/snail mail to the Social Welfare Institutional Development Bureau (SWIDB).

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Learning Network Development Division (LNDD)
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B - Government to Business Private/NGOs
Who may avail:	SWD Non-government organizations, government agencies, Local Government Units (LGUs), and other organizations and associations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail/notification on request for meeting		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send e-mail/notification on request for meeting	1. Accept and track request for meeting	None	20 Minutes	Record Officer Office of the Bureau Director (OBD)
	1.1. Forward the request for meeting to BD	None	10 minutes	Bureau Secretary Office of the Bureau Director (OBD)
	1.2. Review and provide instructions/actions for OIC-DC in the routing slip	None	2 Hours	Bureau Director (BD) SWIDB
	1.3. Return to OBD Secretary for tracking/dissemination to OIC-DC	None	15 Minutes	Bureau Secretary OBD
	1.4. Check the request letter and provide guidance/action	None	30 Minutes	OIC-DC
2. Agreed schedules/frequency of the meeting for the year	2. Receive request and prepare invitation and agenda to be reviewed by the Chairperson 2.1. Prepare the agenda of the meeting	None	2 hours	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.2. Coordinate with the Chairperson for approval of the agenda, schedule and identify the venue of the meeting	None	1 Day	Training Specialist/Social Welfare Officer III (Learning Network Development Division)

	2.3. Request for reservation of the venue	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.4. Prepare invitation letter and agenda	None	1 hour	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.5. Forward the invitation letter and agenda to OIC-DC	None	15 minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.6. Provide comments/inputs on the letter and agenda	None	1 Hour	OIC-DC Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.7. Enhance invitation letter and agenda	None	30 minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.8. Return invitation letter and agenda to OIC-DC	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)

	2.9. Review and affix the signature of the OIC-DC	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.10. Return signed invitation for DRN from the eDTMS	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.11. Forward to OBD Secretary for tracking and onwards	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
	2.12. Review document and affix signature	None	2 Hours	ABD Hadjimuddin
	2.13. Return the document to the OBD Secretary	None	15 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division) OBD Secretary
	2.14. Track, scan and forward to the Records Unit/requesting party	None	30 Minutes	Training Specialist/Social Welfare Officer III (Learning Network Development Division)
3. Review and approve the invitation	3. Send invitation to participants (e.g. members	None	1 day	Training Specialist I (Learning Network

	of organizations/ associations) through email			Development Division)
	3.1 Prepare and produce learning materials for the meeting	None	4 Hours	Training Specialist I (Learning Network Development Division)
	3.2 Host and/or coordinate with host	None	1 day	Training Specialist I (Learning Network Development Division)
	3.3 Follow -up confirmation through email/group chat/phone calls	None		
	3.4 Finalize list of confirmed attendees	None	1 day	Training Specialist I (Learning Network Development Division)
	Request for snack/lunch	None		
	3.5 Inform the requesting party of relevant details in the set meeting	None	1day	Training Specialist I (Learning Network Development Division)
	TOTAL:	None	7 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door.</p> <p>You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>

How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

9. Request for Minutes of Meeting and Learning Materials via electronic mail or phone call

Request for minutes of meeting and learning materials of members of partner organizations and associations via electronic mail/phone call.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Learning Network Development Division (LNDD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2B - Government to Business Private/NGOs

Who may avail:	All government agencies, local government units (LGUs), Social Work or non-Social Work organizations and associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/notification on request for minutes/learning materials		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send e-mail/notification on request for minutes/learning materials	1. Accept and track the request for minutes/learning materials	None	30 minutes	Record Officer OBD
	2. Forward the request to the OBD Secretary	None	30 minutes	OBD Secretary
	3. Review of documents by ABD for instructions/actions	None	4 Hours	ABD
	4. Receive request	None	3 hours	Training Specialist I (Learning Network Development Division)
	5. Search computer files and attach documents in the e-mail	None	1 Day	Training Specialist I (Learning Network Development Division)
	6. Send approved minutes/learning materials	None	1 Day	Training Specialist I (Learning Network Development Division)
	TOTAL:	None	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door. You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>

How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

10. Request for Resource Person/Facilitator via electronic /snail mail/postal

Request for resource person (RP) or facilitator sent by the members of partner organizations and associations to the Social Welfare Institutional Development Bureau (SWIDB) via electronic mail or phone call.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Learning Network Development Division (LNDD)
Classification:	Simple

Type of Transaction:	G2G - Government to Government G2B - Government to Business/Private/NGOs			
Who may avail:	All government agencies, local government units (LGUs), Social Work or non-Social Work organizations and associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notification/request/invitation letter for Resource Person or Facilitator		Requesting party		
2. Activity design and proposal		LNDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send notification/request/invitation letter for resource person or facilitator	1. Accept and track request/invitation letter	None	20 Minutes	Record Officer Office of the Bureau Director (OBD)
	2. Forward the request/invitation letter to BD	None	10 minutes	Bureau Secretary Office of the Bureau Director (OBD)
	3. Review and provide instructions/actions for OIC-DC in the routing slip	None	2 Hours	Bureau Director (BD) SWIDB
	4. Return to OBD Secretary for tracking/dissemination to OIC-DC	None	15 minutes	Bureau Secretary OBD
	5. Check the invitation letter and provide guidance/action	None	30 Minutes	OIC-Division LNDD
	6. Review, coordinate and secure through email/phone to concerned office/focal person the lacking supporting documents such as proposal, design, and program	None	2 Days	Focal Person (Training Specialist/Social Welfare Officer III) Learning Network Development Division
	7. Prepare reply memo/letter	None	30 Minutes	Focal Person LNDD

	8. Review the reply memo/letter and provide comments/inputs	None	30 Minutes	Focal Person LNDD
	9. Return reply memo with comments/inputs for enhancement	None	15 Minutes	Focal Person LNDD
	10. Review and affix initials on the memo	None	15 Minutes	Division Chief LNDD
	11. Enter the documents to eDTMS for DRN	None	10 Minutes	Focal Person LNDD
	12. Forward the memo with DRN to the Bureau Secretary	None	10 Minutes	Focal Person LNDD
	13. Forward the memo to the Office of the Bureau Director	None	10 Minutes	Bureau Secretary OBD
	14. Review the (reply) memo and affix signature	None	2 Hours	Assistant Bureau Director SWIDB
	15. Return the memo to the OBD Secretary	None	15 Minutes	Bureau Secretary OBD
	16. Track, scan and forward to the Records Unit/requesting party	None	30 Minutes	Records Officer OBD
	TOTAL:	None	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the customer satisfaction form and drop it at the designated box on the nearest table from the main door. You may also send your concerns to <swidb@dswd.gov.ph>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405</p>
How feedback forms are processed	<p>Weekly, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	<p>CCB: 0908 881 6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)</p>

Social Technology Bureau (STB) Internal Services

1. Research, Documentation, and Technology Development

Office or Division:	Social Technology Bureau (STB)
Description:	<p>The Social Technology Bureau (STB) conducts situational analysis and research on emerging Social Welfare and Development (SWD) needs and trends, as well as risks and vulnerabilities of individuals, families, and communities that require prompt response or action of the Department. These may also be based on the Department's thrusts and priorities, organizational outcomes, organization-focused objectives, Social Technology Agenda, new policy instruments and results of researches / situational analyses.</p> <p>The STB also conducts documentation of existing technologies, good practices and program models/pilots as a basis for development of program designs and manuals, and eventually for promotion and institutionalization of programs in various settings internally and externally.</p>
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p> <p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p>
Process Owner:	STB-Research and Design Division
Input Document:	Request Letter
Output Document:	Terms of Reference on the Research / Documentation / Development of ST Projects
Classification:	HIGHLY TECHNICAL
Types of Transaction:	G2G - Government to Government

Who may avail:	<ol style="list-style-type: none"> Primary customers - members of the DSWD Executive Committee, other DSWD Offices, Bureaus, Services and Units (OBSUs) Secondary customers - local government units, civil society organizations, development partners and non-government organizations, legislators and other national government agencies 				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ol style="list-style-type: none"> Copy of Request Letter for Research/ ST Development in Physical or Electronic form Technical Documents (Results of Researches, Situational Reports and Evaluation Studies), in Physical or Electronic form if available 		Proponent Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request the Social Technology Bureau to conduct research, documentation or development of models of intervention based on emerging needs, or evaluation / documentation of existing practices through formal communication / instruction sent physically or through electronic means.	1.1. Request letters sent physically or through electronic means are received by the bureau for tracking in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>	
	1.2. Assess if the requested assistance is within the mandate of the Bureau, or if there are no existing DSWD interventions responding to the concern. Send/forward the email containing the request letter to the admin staff	None	1 hour	<i>Bureau Director</i>	

	for tracking and routing			
	1.3 Track and route the request to the concerned Division Chief	None	30 minutes	<i>Administrative Staff</i>
	1.4. Provide comment and instructions to the staff regarding the request	None	1 hour	<i>Division Chief</i>
	1.5. Coordinate with the concerned office/s to discuss Terms of Reference in the research / documentation / development project	None	3 days	<i>RDD / STB Divisions/ OBS SWO IV/ SWO III</i>
2. Participate / Request for Meeting/s either physically or virtually to discuss and agree on proposed timelines, funding, institutional arrangements and deliverables	2.1. Review, coordinate request with concerned offices and conduct the following: a. Check inclusion in the Social Technology Agenda and Capacity Assessment b. If funds are needed, review annual activities based on	None	7 days	<i>RDD / STB Divisions/ OBS SWO IV/ SWO III</i>

	approved WFP and OPC c. Feedback to the client and if possible, invitation for meeting to discuss and draft TOR d. Feedback to the Cluster Head on the request, details and recommendations on the Bureau's next steps			
	2.2. Provide comments on memorandum prepared by technical staff, if none forward the document to the Bureau Director	None	3 hours	<i>Division Chief</i>
	2.3. Track the prepared document for endorsement to the Bureau Director Division Chief	None	30 minutes	<i>Administrative Staff</i>
	2.4. Review and provide comments to the feedback to clients; if none, approve and sign the document by the Director and forward to Cluster head for approval	None	3 days	<i>Bureau Director</i>

	2.5. Approves the document if found in order.	None	5 days	<i>Cluster Head</i>
	2.6. Receive the approved document / instructions		1 day	<i>Director / Division Chief /</i>
	2.7. Endorse to the Terms of Reference / instruction to the requesting office	None	1 day	<i>SWO IV/SWO III</i>
	2.8. Administer Client Satisfaction Survey	None	1 day	<i>SWO/PDO/PO III / SWO II</i>
Total			20 days, 9 hours, 30 minutes	

2. Technical Assistance on Pilot Implementation of Social Technologies for Different Sectors

Office or Division:	Social Technology Bureau
Description	The Social Technology Bureau through the Pilot Implementation Division provides technical assistance on the ongoing social technologies during the pilot testing phase through conduct of demonstration, monitoring and capability building activities to strengthen competencies of regional counterparts and partner OBSUs.
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p> <p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p>

	ARTA Memorandum Circular No. 2020-03 Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to CoronaVirus Disease 2019 (COVID-19) Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine			
Process Owner:	Pilot Implementation Division (PID)			
Input Document:	Request Letter			
Output Document:	Reply letter with necessary attachments Confirmation Report of the Technical Assistance (TA) provided			
Classification:	COMPLEX			
Types of Transaction:	G2G - Government to Government			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs) DSWD Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the STB for technical assistance through physical or electronic means. The request should include a method of TA either written or teleconference with preferred schedule or timeline.	1.1. Receive request letters sent physically or through electronic means for tracking in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>

None	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Send/forward the email or document containing the request letter to the administrative staff for tracking and routing	None	2 hours	<i>Bureau Director</i>
None	1.3. Track and route or email the request to the concerned Division Chief and copy furnish designated administrative staff	None	30 minutes	<i>Administrative Staff</i>
None	1.4. Provide comment and instructions to the staff regarding the request and copy furnish the designated administrative staff for tracking.	None	2 hours	<i>Division Chief</i>

None	<p>1.5. Review the request and prepare a reply relative to the TA being requested. Coordinate with the requesting office as necessary (i.e. to get additional information on the TA being requested).</p> <p>a. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.</p> <p>b. If the TA being requested includes serving as resource person in an activity, the technical staff shall prepare an acknowledgment letter and prepare the necessary materials</p>	None	<p>3 working days</p> <p>(excluding the number of days for actual service as Resource Person)</p>	<p><i>SWO IV, SWO III, PDO III</i></p>
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	(e.g., powerpoint presentation). Forward the document to the Division Chief copy furnishing the designated administrative staff for tracking.			
None	1.6. Review and provide comments on documents prepared by technical staff, if none forward the document to the designated administrative staff for tracking and onwards submission to the Bureau Director	None	2 hours	<i>Division Chief</i>
None	1.7. Track the prepared document for endorsement to the Head of Office for review and approval.	None	30 minutes	<i>Administrative Staff</i>
None	1.8. Review and provide comments to the documents prepared by the technical staff; if none, approve and sign the document.	None	2 hours	<i>Bureau Director</i>

2.A Receive TA through written documents as requested	2.A.1. Tract the documents and send the reply to the requesting office, either through email or courier	None	30 minutes	<i>Administrative Staff</i>
2.B.(1) Received acknowledgement letter for video conference as requested	2.B.1. Facilitate provision of TA through video conference	None	1-3 days	<i>SWO IV, SWO III, PDO III</i>
None	2.B.2. Prepare feedback and confirmation reports on the agreements reached specifically on the issues and concerns raised needing Regional Director/ management decision and submit to the Division Chief copy furnish designated administrative staff for tracking.	None	7 working days	<i>SWO IV, SWO III, PDO III</i>
None	2.B.3. Review and provide comments on feedback and confirmation report prepared by technical staff, if none forward the document to the designated administrative	None	2 hours	<i>Division Chief</i>

	staff for onwards submission to the Bureau Director			
None	2.B.4. Track the prepared feedback and confirmation report to the Head of Office for review and approval.	None	30 minutes	<i>Administrative Staff</i>
None	2.B.5. Review and provide comments to the feedback and confirmation report prepared by the technical staff; if none, approve and sign the document	None	2 hours	<i>Bureau Director</i>
2.B (2) Receive confirmation report of the TA provided through video conference and submit customer satisfaction survey	2.B.6. Tract the documents and send the reply to the requesting office, either through email or courier	None	30 minutes	<i>Administrative Staff</i>
3.	3.1. Facilitate and secure customer satisfaction survey on the TA provided either written or video conference	none	1 day	<i>SWO IV, SWO III, PDO III</i>
Total			15 days, 7 hours,	

3. Regional Monitoring and Technical Assistance on Social Technologies (STs)

Office or Division:	Social Technology Bureau (STB)
Description:	The Bureau with its Promotion and Institutionalization Division (PaID) conducts regular monitoring and technical assistance to the DSWD Field Offices and DSWD Centers and Residential Care Facilities (CRCF) to monitor the Social Technologies with regard to fund management, achievement of physical and financial targets vis-à-vis accomplishments as indicated in the prescribed monitoring and evaluation tools, identify gaps, including issues and concerns, as well as recommendations and suggestion to address the gaps.
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p> <p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to CoronaVirus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p>
Process Owner:	Promotion and Institutionalization Division (PaID)
Input Document:	Request Letter
Output Document:	Reply letter
Classification:	COMPLEX
Types of Transaction:	G2G - Government to Government
Who may avail:	DSWD-Field Offices
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Letter of request for technical assistance signed by the FO Director 2. Harmonized Planning Monitoring and Evaluation System (HPMES) 3. Accomplishment Report		Proponent Office DSWD Policy Development and Planning Bureau DSWD Field Office Planning Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The DSWD-Field Offices submits Quarterly / Semestral / Annual Report and submit requests for technical assistance.	1.1. Receive and track the request in the EDTMS and endorse to BD	None	30 minutes	<i>Administrative Staff</i>
None	1.2. Assess the request, provide instruction, and forward document to the Division Chief	None	4 hours	<i>Bureau Director</i>
None	1.3. Record the note of the Head of Office and forward the document to the Promotion and Institutionalization Division Chief.	None	30 minutes	<i>Bureau Secretary</i>
None	1.4. Review the document, assign technical staff who will act on the request, and provide instruction/s and forward/email the document to the technical staff, copy furnish the Administrative Staff	None	4 hours	<i>Division Chief</i>

None	1.5. Record the instruction of the PaID Division Chief in the EDTMS	None	20 minutes	Administrative Staff
None	1.6. Review the request and coordinate with the Field Office if necessary, to get additional information on the TA being requested, and prepare a reply.	None	3 days	SWO IV/SWO III/PDO III
2. Accomplish online Customer Satisfaction Survey Form.	2.1. Conduct Technical Assistance (Resource Person) on the Institutionalization of Completed STs through Google Meet Conferences, Webinars, and other convenient online platforms and Administer Online Customer Satisfaction Survey form.	None	1 day	SWO IV/SWO III/PDO III
None	2.2. Prepare and submit confirmation report	None	5 days	SWO IV/SWO III/PDO III
None	2.3. Record receipt of document in the EDTMS and forward to Division Chief.	None	30 minutes	Administrative Staff
None	2.4. Review the confirmation	None	30 minutes	Division Chief

	report, if found in order endorse the document to the Bureau Director for approval			
None	2.6. Review and approve the confirmation report	None	4 hours	<i>Bureau Director</i>
3. Acknowledge receipt of the Confirmation/Feedback Report	3.1. Record the approved Confirmation Report in the EDTMS and forward to Records Section for transmittal to the customer/client and give copy of approved report to concerned staff	None	30 minutes	<i>Administrative Staff</i>
Total			12 days	

4. Realignment, Withdrawal, and Augmentation of Funds for Social Technologies (STs)

Office or Division:	Social Technology Bureau (STB)
Description:	The Social Technology Bureau downloads funds to DSWD Field Offices-Social Technology Units (STUs) for various Social Technologies. The Social Technology Units may request for augmentation, realignment, and or withdrawal of funds as deemed necessary and appropriate for approval of the bureau.
Classification:	Complex
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p>

	<p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p>
Process Owner:	Promotion and Institutionalization Division (PaID)
Input Document:	Request Letter
Output Document:	Reply Letter
Classification:	COMPLEX
Types of Transaction:	G2G – Government to Government
Who may avail:	DSWD-Field Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter of Request signed by the FO Director Certificate of Fund Availability (if for withdrawal / realignment) signed by the Regional Budget Officer Variance Analysis (if for realignment) Work and Financial Plan (for augmentation) 		Requesting Office (DSWD Field Offices) Finance/Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DSWD Field Offices send request to for realignment, withdrawal, and augmentation of funds for Social Technologies	1.1. Receive and record in the EDTMS the request and endorse the document to the Office of the Director	None	30 minutes	<i>Administrative Staff</i>

None	1.2. Assess the request, provide instruction, and forward to the Administrative Staff for recording of instructions.	None	4 hours	<i>Bureau Director</i>
None	1.3. Record the note of the Bureau Director and forward the document to PaID copy furnishing the Bureau Budget Officer.	None	30 minutes	<i>Administrative Staff</i>
None	1.4. Review the request, provide instruction/s, assign technical staff who will act on the request, and email the document to the Technical Staff and Administrative Staff to record the instruction	None	4 hours	<i>Division Chief</i>
None	1.5. Record the instruction of the Division Chief in the Electronic Data Tracking and Monitoring System (EDTMS)	None	20 minutes	<i>Administrative Assistant</i>
None	1.6. Follow the instruction of the Bureau	None	3 working days	<i>SWO III / PDO III</i>

	Director and Division Chief, review the request and coordinate with the requesting party if necessary and prepare an official reply to the requesting party.			
None	1.7. Review and approve the official reply and its attachments. Forward the documents to the Incoming Administrative Staff, copy furnish the Technical Staff and Division Administrative Staff for recording in the Electronic Data Tracking and Monitoring System (EDTMS)	None	2 hours	<i>Division Chief</i>
None	1.8. Record the document to the EDTMS and forward it to the Head of Office for review/ signature.	None	30 minutes	<i>Administrative Staff</i>
None	1.9. Review and sign the document and forward it to	None	2 hours	<i>Bureau Director</i>

	Administrative Staff.			
None	1.10. Record the document in the EDTMS.	None	1 hour	<i>Administrative Staff</i>
2. Receive the reply from STB and provide feedback through filling out the customer satisfaction survey form.	2.1. Send the reply to the requesting office, either through email	None	3 days	<i>Administrative Staff</i>
None	2.1. Receive the accomplished form and record the document to the EDTMS.	None	30 minutes	<i>Administrative Staff</i>
Total			4 days, 2 hours	

5. Technical Assistance to Field Office (FO) Initiated Social Technologies (STs)

Office or Division:	Social Technology Bureau (STB)
Description:	The Social Technology Units (STUs) in the Field Offices may also develop FO-Initiated Social Technologies based on regional situationers, needs analysis, and stakeholder analysis conducted or initiated by the STUs. The Bureau may provide limited resource augmentation for the development and testing of such technologies. Further, STB may also provide technical assistance on the technology development process, on the conduct of consultations and analysis on the sectoral concerns and on the pilot testing and evaluation, as requested or scheduled.
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p>

	DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery ARTA Memorandum Circular No. 2020-03 Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19) Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine				
Process Owner:	Research and Design Division (RDD) Pilot Implementation Division (PID) Promotion and Institutionalization Division (PaID)				
Input Document:	Request Letter				
Output Document:	Reply letter or if Technical Assistance (TA) Visit is conducted, Confirmation Report of the Technical Assistance (TA) provided				
Classification:	COMPLEX				
Types of Transaction:	G2G - Government to Government				
Who may avail:	DSWD Field Offices				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. Request Letter 2. Regional Director-Approved Situational Analysis / Issue Paper / Concept Paper / Design / Pilot Testing Report </td><td>DSWD Field Offices</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Request Letter 2. Regional Director-Approved Situational Analysis / Issue Paper / Concept Paper / Design / Pilot Testing Report	DSWD Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Request Letter 2. Regional Director-Approved Situational Analysis / Issue Paper / Concept Paper / Design / Pilot Testing Report	DSWD Field Offices				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for technical assistance or	1.1. Request letter is received by the bureau for tracking in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>

endorsement of Regional Director-approved Situational Analysis / Issue Paper / Concept Paper / Design / Pilot Testing Report through email or other online platforms.	1.2.Assess the requested assistance. Forward the request letter to the Concerned Division through the admin staff for tracking and routing through email or other online platforms.	None	1 hour	<i>Bureau Director</i>
	1.3.Track and route the request to the concerned Division Chief.	None	30 minutes	<i>Administrative Staff</i>
	1.4.Provide comment and instructions to the staff regarding the request.	None	1 hour	<i>Division Chief</i>
	1.5.Review document and prepare reply memo indicating the comments or clarifications, actions taken and recommendations, or schedule provision of TA through online or other virtual means, as necessary	None	5 days	<i>RDD/PID/PaID SWO IV / SWO III / SWO II</i>
	1.6.Provide comments on memorandum prepared by technical staff, if none forward the document to the Bureau Director through email or other online platforms.	None	2 hours	<i>Division Chief</i>

	1.7.Track the prepared document for endorsement to the Director in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>
	1.8.Review and provide comments to the feedback to clients; then incorporate the comments of the BD, if none, approve and sign the document or affix e-signature on the PDF copy of the document and forward to Cluster head for approval.	None	2 days	<i>Bureau Director</i>
	1.9.Send to the Field Office via official records and email or other online platforms.	None	3 hours	<i>Administrative Staff</i>
Total			5 days, 7 hours, 45 minutes	

6. Comments to DSWD-Offices, Bureaus, Services, and Units (OBSUs) Project Documents/ Manuals/ Guidelines

Office or Division:	Social Technology Bureau
Description:	The Bureau provides comments and input to the manual of operation, program manual and other program documents that will serve as reference in implementing social welfare and development models of intervention. This is in support for developing standard guidelines in order to perform the specific tasks/mandate of the Offices, Bureaus, Services.

Legal Reference:	Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018 DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery ARTA Memorandum Circular No. 2020-03 Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19) Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine				
Process Owner:	Research and Design Division (RDD) Pilot Implementation Division (PID) Promotion and Institutionalization Division (PaID)				
Input Document:	Request Letter for Comment on technical documents either in physical or electronic copy address to Bureau Director				
Output Document:	Reply letter with Comments/Inputs on Manual/Guidelines/Project Documents either in physical or electronic copy signed by Bureau Director				
Classification:	COMPLEX				
Types of Transaction:	G2G - Government to Government				
Who may avail:	DSWD Field Offices, DSWD-Offices, Bureaus, Services, Units (OBSUs)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Hardcopy or electronic copy of request letter for comment 2. Manual/Guidelines/Project Documents for comment			Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request Comments for to	1.1. Request letter is received	None	30 minutes	Administrative Staff	

Manuals, Guidelines, other Documents and Project	by the bureau for tracking in the EDTMS.			
	1.2. Assess the request. Forward the request letter to the Concerned Division, through the admin staff for tracking and routing physically or through electronic means.	None	2 hours	<i>Bureau Director</i>
	1.3. Track and route the request to the concerned Division Chief hard copy or through electronic means.	None	30 minutes	<i>Administrative Staff</i>
	1.4. Provide comment and instructions to the staff regarding the request. Indicate division consolidator if more than 1 bill / sectoral plan / concern	None	2 hours	<i>All Division Chief</i>
	1.5. Review the document and provide comments through review of related literature / sources of data regarding the document requested for comment. Coordinate with other division staff / sectoral focals / specialists as needed physically	None	7 days	<i>RDD/PID/PaID SWO IV / SWO III / SWO II</i>

	or through electronic means			
	1.6. Provide comments on memorandum prepared by technical staff, if the document is found in order, electronically signed the document and email it to the Administrative Staff for tracking in the EDTMS copy furnish the concerned Technical Staff	None	3 hours	<i>Division Chief</i>
	1.7. Track the prepared document for endorsement to the Director	None	30 minutes	<i>Administrative Staff</i>
	1.8. Review and provide comments; if none, approve and sign the document	None	3 hours	Bureau Director
	1.9. Track and route of the approved comment to the requesting Office	None	3 hours	<i>Administrative Staff</i>
2. Receive of the bill with comment/input, and provide actions taken on the comments (if considered and not)	None	None	None	<i>None</i>

Total			8 days, 5 hours, 45 minutes	
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7. Comments to Legislative Bills/ Sectoral Concerns and Plans

Office or Division:	Social Technology Bureau (STB)
Description:	The Bureau provides technical input to the various draft proposed House and Senate legislation to shed light on important issues and to discuss whether or not the Bureau supports its purpose. The Bureau's comments shall be formed part of the Department's position paper to be submitted to the House of Representatives and Senate.
Legal Reference:	<p>Republic Act 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>DSWD Administrative Order 14 Series 2018 Omnibus Guidelines on Social Technology Development</p> <p>DSWD Administrative Order 20 Series of 2018 Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery</p> <p>ARTA Memorandum Circular No. 2020-03</p> <p>Presidential Proclamation No. 922 dated 8 March 2020 Declaring a State of Public Health Emergency Throughout the Philippines due to Corona Virus Disease 2019 (COVID-19)</p> <p>Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the Alternative Work Arrangements in light of the Enhanced Community Quarantine</p>
Process Owner:	All Divisions - Research and Design Division, Pilot Implementation Division, Promotion and Institutionalization Division
Input Document:	Request Letter with copy of the bills / sector concerns / plans
Output Document:	Reply letter with commented copy of the bills/sector concerns/plans
Classification:	SIMPLE
Types of Transaction:	G2G - Government to Government
Who may avail:	DSWD-DLLO, DSWD-Offices, Bureaus, Services, Units (OBSUs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for comments 2. Draft bills for review		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Comments to specific House or Senate Bill	1.1. Request letter in physical or electronic form is received by the bureau for tracking in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>
	1.2. Assess the request, provide instruction, and forward the request letter to the Concerned Divisions with instruction to the Division Focal on Legislative to consolidate, through the admin staff for tracking and routing	None	1 hour	<i>Bureau Director</i>
	1.3. Track and route the request to the concerned Division Chief through hard or electronic copy	None	30 minutes	<i>Administrative Staff</i>
	1.4. Provide comment and instructions to the staff regarding the request and share to Division focal person for comments	None	1 hour	<i>All Division Chief</i>
	1.5. Review documents and conduct desk	None	5 days	<i>RDD/PID/PaID SWO IV / SWO III / PDO III/ SWO II</i>

	research/ review of related literature /existing programs and services and provide comments. Coordinate with other division staff / sectoral focals / specialists as needed.			
	1.6. Provide comments on memorandum prepared by technical staff, if none forward the electronically signed document to the admin staff	None	2 hours	<i>Division Chief</i>
	1.7. Track the prepared document for endorsement to the Director	None	30 minutes	<i>Administrative Staff</i>
	1.8. Concerned Division to consolidate the comments	None	1 day and 4 hours	<i>Concerned Division to consolidate</i>
	1.9. Review and provide comments; if none, approve and sign the document	None	2 hours	<i>Bureau Director</i>
	1.10. Track and route of the approved comment to the requesting Office through hard or electronic copy	None	3 hours	<i>Administrative Staff</i>
2. Receive the bill with comment/ input, and provide	None	None	None	<i>None</i>

actions taken on the comments (if considered and not)				
Total			2 days, 5 hours, 45 minutes	

8. Data Sharing with DSWD OBSUs - Name Matching

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

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of Request (indicating reasons for name-matching) 2.Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	1.The Administrative Division receives and records the request in the DTMS (<i>DSWD Document Tracking Management System</i>). The request is forwarded to the Director for approval. 1.1.The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request	None	5 minutes	Administrative Unit

	and the expected schedule of release of the results.			
	2.The Director will decide if the request is for processing or not. The request is forwarded to IT Division Chief.	None	4 hours	Office of the Director
	3.If the Director approves the processing of the request, then the IT Division Chief will endorse the request to Data Processing Section.	None	10 minutes	<i>Division Chief</i> IT Division
	4.The approved request is endorsed to the Data Processing Section Head to assess if the attached electronic copy of names is in accordance with the template required. 4.1.The Data Processing Head shall inform the Administrative Unit of the schedule of release of the results.	None	1 hour	<i>Section Head</i> Data Processing Section
	5Depending on the volume or number of names to be matched, the Data Processing Staff will process the request on set deadline.	None	30 days	Data Processing Section
	6.The result of name matching is forwarded to Quality Management Section (QMS) for review.	None	3 days	Quality Management Section
	7.The DPS head will secure the data by adding password protection to the file. After securing the data, the DPS Head will	None	2 days	<i>Section Head</i> Data Processing Section

	prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief. The IT Division Chief will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Section.			
	8.The Director will sign the memorandum.	None	4 hours	Office of the Director
	9.The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
10.Call NHTO Office	10.Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Data Processing Section
Total: *with possible extension on the actual data processing depending on the volume of data and names required		None	35 days, 9 hours, 20 minutes	

9. Data Sharing with DSWD OBSUs - List of Data Subjects

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

Office or Division:	National Household Targeting Office
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen
Who may avail:	All DSWD OBSUs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1.Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO.	1.1.The Administrative Division receives and records the request in the DTMS (<i>DSWD Document Tracking Management System</i>). The request is forwarded to the Director for approval. 1.2.The Administrative Unit will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.	None	5 minutes	Administrative Unit
	2.The Director will decide if the request is for processing or not. The request is forwarded to IT Division Chief.	None	4 hours	Office of the Director
	3.If the Director approves the processing of the request, then the IT Division Chief will endorse the request to Data Processing Section.	None	10 minutes	<i>Division Chief</i> IT Division

	4.Data Processing Section will process the request.	None	3 days	Data Processing Section
	5.The result of data generation is forwarded to Quality Management Section (QMS) for review.	None	3 days	Quality Management Section
	6.The DPS head will secure the data by adding password protection to the file. 6.1.After securing the data, the DPS Head will prepare data release form, draft memo reply and burn results in a compact disc (CD). 6.2.The DPS head and the QMS Head will counter sign in the DRF, then forward the documents to the IT Division Chief for finalization and signature.	None	1 day	Section Head Data Processing Section
	7.The IT Division Chief will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Section.		4 hours	
	8.The Director will sign the memorandum.	None	4 hours	Office of the Director
	9.The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit

10.Call NHTO Office	10.Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Data Processing Section
Total:		None	7 days, 12 hours, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhtspr.npmo@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.

	<p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p>

Office/Division/Unit	Address	Contact Information
National Household Targeting Office – Office of the Director	DSWD Central Office, New Building, Batasan Complex, Quezon City	<p>nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p>
National Household Targeting Office – Operations Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	
National Household Targeting Office – IT Division	DSWD Central Office, New Building, Batasan Complex, Quezon City	

Internal Audit Service (IAS) Internal Service

1. Borrowing of Internal Audit Reports (IARs) - One Report (3–Day Transaction)

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through the Borrowing of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Borrowing Process. For this transaction, it can be issued to the borrower within a minimum of 1 day, 2 hours and 55 minutes to a maximum of 3 days.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and COA.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Proof of Identification, i.e., passport, driver's license, SSS ID, Voter's ID (<i>per Freedom of Information/FOI requirement</i>); and		Concerned agencies/offices
2. Approved request from the Office of the Secretary (OSEC)/IAS Director with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (<i>per FOI requirement</i>).		Office of the Secretary (considering that the documents are confidential and sensitive in nature) IAS Director

CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request (from the OSec/IAS Director) to IAS office;	1. Upon receipt of the approved request, checks the entries of the requesting party and gives the google link for on-line coordination;	None	25 minutes	Administrative Assistant

2. Secures 2 copies of Borrower's Slip (BS) for accomplishment and signature/ Registers in the Log Book (LB) for FOI requests, and sign; and				
	2. Supplies the Control Number of the BS and	None	55 minutes	Designated Records Custodian
	retrieves the report and reviews request vs. report retrieved and endorses the BS/request to the Division Chief;			
	3. Upon receipt of the retrieved report, DC reviews the request to decide whether or not to issue photocopied IARs or based on the need of the Requesting Party.	None	20 minutes	Division Chief
	After review, the Division Chief signs the BS and endorses the audit report to the Director;			
	If YES, IAR will be photocopied	None	25 minutes	Administrative Assistant
	If NO, IAR will be prepared depending on the need of the Requesting Party	None	1 day	Internal Auditor
	4. Approves the requested report; and	None	20 minutes	IAS Director
	Note: On-line approval of the Director is considered;			

3. Receives the requested report.	5. Checks the BS/Request, records in the Logbook and release or issue the report and documents indicated therein to the requisitioning party.	None	25 minutes	Administrative Assistant
		NONE	1 DAY, 2 HOURS, 55 MINUTES	
Note: For Borrowers only one (1) report at a time. Likewise, depending on the nature of the request from the OSEC, the IAS shall have the discretion to allow a room-only access to IARs or issuance of certified photocopies of said records.				
Borrowing of IARs - Only One Report (3 Days) – qualified for multi-stage processing				

2. Borrowing of Internal Audit Reports - Two or Three Reports (7-Day Transaction)

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through our Borrowing of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Borrowing Process. For this transaction, it can be issued to the borrower within a minimum of 3 days 5 hours and 30 minutes to a maximum of 7 days.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and COA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Identification, i.e., passport, driver's license, SSS ID, Voter's ID (<i>per FOI requirement</i>); and	Concerned agencies/ offices
2. Approved request from the OSEC/IAS Director with description of requested information and preferred mode of communication, i.e., how to be alerted	Office of the Secretary IAS Director

about the status of request (per FOI requirement).	
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CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request (from the OSec/IAS Director) to IAS office;	1. Upon receipt of the approved requests, checks the entries of the requesting Party; and gives the google link for on-line coordination;	None	25 minutes	Administrative Assistant
2.Registers in the LB for requests, and sign; and	2. Supplies the Control Number of the BS and retrieves the report and reviews request vs. report retrieved and endorses the BS/request to the Division Chief;	None	55 minutes	Designated Records Custodian
	3. Upon receipt of the retrieved report, DC reviews the request to decide whether or not to issue photocopied IARs or based on the need of the Requesting Party. After review, the Division Chief signs the BS and endorses the audit report to the Director;	None	30 minutes	Division Chief
	If YES, IAR will be photocopied	None	45 minutes	Administrative Assistant
	If NO, IAR will be prepared depending on the need of the Requesting Party	None	2 days	Internal Auditor

	4. Approves the requested reports; and Note: On-line approval of the Director is considered;	None	3 hours	IAS Director
3. Receives the requested reports.	5. Checks the Request, records in the Logbook and release or issue the reports and documents indicated therein to the requisitioning party.	None	25 minutes	Administrative Assistant
		NONE	3 DAYS, 5 HOURS, 30 MINUTES	
Borrowing of IARs - Two or More Reports (7 Days) – qualified for multi-stage processing				

3. Borrowing of Internal Audit Reports - Two or Three Reports (20-Day Transaction)

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through our Borrowing of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Borrowing Process. For this transaction, it can be issued to the borrower within a minimum of 3 days, 6 hours and 45 minutes to a maximum of 20 days.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G)		
Who may avail:	DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and COA.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Proof of Identification, i.e., passport, driver's license, SSS ID, Voter's ID (per FOI requirement); and		Concerned agencies/ offices	

2. Approved request from the OSEC/IAS Director with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (per FOI requirement).	Office of the Secretary IAS Director
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CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request (from the OSEC/ IAS Director) to IAS office;	1. Upon receipt of the approved requests, checks the entries of the requesting party, and gives the google link for on-line coordination;	None	25 minutes	Administrative Assistant
2. Registers in the LB for requests, and sign; and	2. Supplies the Control Number of the BS and	None	55 minutes	Designated Records Custodian
	retrieves the report and reviews request vs. report retrieved and endorses the BS/request to the Division Chief;			
	3. Upon receipt of the retrieved report, DC reviews the request to decide whether or not to issue photocopied IARs or based on the need of the Requesting Party. After review, the Division Chief signs the BS and endorses the audit report to the Director;	None	45 minutes	Division Chief
	If YES, IAR will be photocopied	None	45 minutes	Internal Auditing Assistant
	If NO, IAR will be prepared depending	None	3 days	Internal Auditor

	on the need of the Requesting Party			
	4. Approves the requested reports; and Note: On-line approval of the Director is considered; such disapproval.	None	4 hours	IAS Director
3. Receives the requested reports.	6. Checks the requests, records in the Logbook and release or issue the reports and documents indicated therein to the requisitioning party.	None	25 minutes	Administrative Assistant
		NONE	3 DAYS, 6 HOURS, 45 MINUTES	
Borrowing of Internal Audit Reports (IARs) and Working Papers (WPs) - Three or More Reports, i.e., consolidated (20 Days) – qualified for multi-stage processing				

4. Benchmarking Against Other Government Agencies (7–Day Transaction)

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

For this transaction, the request can be approved to the requesting agency/parties/citizens within a minimum of 1 day, 1 hour and 40 minutes to a maximum of 7 days.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)

Who may avail:	Citizens/Parties/Offices from other Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Identification, i.e., Employee's ID (FOI requirement per individual); and	Requesting agencies/ offices
2. Approved request from the OSEC/IAS Director with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (per FOI requirement).	IAS Director

CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to IAS to conduct benchmarking activity	1.Upon receipt of the request; checks the entries of the Requesting Party and gives the google link for on-line coordination;	None	25 minutes	Administrative Assistant
	2.Approves the request upon endorsement to the IAS Director for approval;	None	20 minutes	IAS Director
2.Responds to IAS queries	3.Coordinates with requesting party prior to conduct of the actual benchmarking activity and prepares for presentation, i.e., visual	None	4 hours	Division Chief/Internal Auditor
3.Attends benchmarking activity with DSWD-IAS personnel	4.Conducts benchmarking activities and shares best practices to representatives from	None	4 hours	Representatives from both DSWD-IAS and requesting government agency

	requesting government agency			
4. Gives token and/or Certificate of Appreciation to Host Agency	5.Receives Certificate of Appreciation with Photo Session	None		Division Chief/Division Chief Representatives from both DSWD-IAS and requesting government agency
		NONE	1 DAY, 1 HOUR, 40 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback

Answer the IAS Client Feedback Form (***contact number/s must be indicated for efficient and fast communication***) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant.

Citizens may contact info: 952-9773 for inquiries and follow-up. Look for the following Designated Support Staff (DSS) under the Anti-Red Tape Unit (ARTU) corresponding the division they represent, at least within 2 days (for 3-day transactions); 5 days (for 7-day transactions); and 8 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:

Name	ARTU Designation	Position
Cristina C. Gaming	Unit Head	OIC-Division Chief/ Internal Auditor (IA)
Antonia C. Alcober	Special Audit Division (SAD)	IA III
Jerry D. Cabili	Operations Audit Division (OAD)	IA III
Jenny Vi L. Alinday	Management Audit Division (MAD)	IA II

	Mark Anthony B. Balabbo	Integrity Management Committee IMC)	Monitoring and Evaluation Officer (MEO) II									
How feedbacks are processed	<p>Mr. Jerry D. Cabili, ARTU Support Staff from the Operations Audit Division opens the drop box on a daily basis, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant division/s (c/o the Division Chief) and will be turned-over to the DSS, for appropriate action.</p> <p>The answer of the office is then relayed to the citizen by the DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups, citizen’s may contact: 952-9773 or ias@dswd.gov.ph</p>											
How to file a complaint	<p>Answer the IAS Client Feedback Form (<i>contact number/s must be indicated for efficient and fast communication</i>) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant. Citizens may contact info: 952-9773 for <i>complaints, inquiries and follow-ups</i>. Make sure to provide the following information:</p> <ul style="list-style-type: none">Name of person being complained; andIncident Evidence <p>Look for the following Designated Support Staff (DSS) under the Anti-Red Tape Unit (ARTU) corresponding their contact number/s and division they represent, at least within 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:</p> <table><tr><th>Name</th><th>ARTU Designation</th><th>Contact Number/s</th></tr><tr><td>Cristina C. Gaming</td><td>Unit Head</td><td>0917-1638631</td></tr><tr><td>Antonia C. Alcober</td><td>Special Audit Division (SAD)</td><td>0917-5361369</td></tr></table>			Name	ARTU Designation	Contact Number/s	Cristina C. Gaming	Unit Head	0917-1638631	Antonia C. Alcober	Special Audit Division (SAD)	0917-5361369
Name	ARTU Designation	Contact Number/s										
Cristina C. Gaming	Unit Head	0917-1638631										
Antonia C. Alcober	Special Audit Division (SAD)	0917-5361369										

	Jerry D. Cabili	Operations Audit Division (OAD)	0977-8090214
	Jenny Vi L. Alinday	Management Audit Division (MAD)	0946-9884255
	Mark Anthony B. Balabbo	Integrity Management Committee IMC)	0927-3055764
How complaints are processed	<p>Ms. Jenny L. Alinday, ARTU Support Staff from the Management Audit Division opens the drop box, and records all complaints submitted on a daily basis and subject each for evaluation.</p> <p>Upon evaluation, Ms. Alinday forwards the complaint to the relevant division/s (c/o the Division Chief) and will be turned-over to the DSS, for preparation of a report signed and approved by the IAS Director.</p> <p>The result of evaluation of the office will be given to the citizen by the concerned DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups on the complaints, citizen's may contact: 952-9773 or ias@dswd.gov.ph</p>		
Contact Information ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)		
Name of Office	Internal Audit Service-DSWD		
Address	2/F, Matapat Building, DSWD, Batasan Complex, Constitution Hills, Quezon City		
Contact Information of IAS	952-9773 / 9318101 local 231		

Social Marketing Service (SMS)

Internal Service

1. Technical Assistance on Branding Designs

Office or Division:	SMS - Media Production Division
Classification:	Simple
Types of Transaction:	Government to Government
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo or Proposal		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for review of materials vis-à-vis the branding guidelines through Memorandum	Receives and reviews the memorandum and scan it for SMS Data Tracking System (DTS)	None	5 minutes	Receiving Staff of the Office of the Director (OD)
	Endorses the Memorandum to the SMS Director	N/A	3 minutes	OD Admin Staff
	Reviews the Memorandum and write instructions to concerned Division	N/A	5 minutes	SMS Director
	Scans instruction of SMS Director and forwards/ emails to MPD	N/A	5 minutes	OD Admin Staff

	Records request and endorses to the MPD Division Chief	N/A	5 minutes	MPD Admin Staff
	Reviews request and endorses to the Technical Staff to act on the branding request	N/A	10 minutes	MPD Division Chief (DC)
	Conducts review, and analysis of the document for branding review. Prepares the documents responsive to the branding request	N/A	4 hours	MPD Technical Staff (TS)
	Reviews the branding review result submitted by the TS, and returns to TS	N/A	2 hours	MPD DC
	Inputs comments; returns revised draft document to DC	N/A	2 hours	MPD TS
	Reviews the documents and endorses the branding guidelines review result to the SMS Director	N/A	2 hours	MPD DC

	Reviews documents and returns the draft document to DC if needing revision	N/A	2 hours	SMS Director
	Returns draft to SMS Director after revisions	N/A	1 hour	MPD DC
	Reviews document to ensure inputs are implemented	N/A	30 minutes	SMS Director
	Route the document to requesting office	N/A	15 minutes	OD Outgoing Staff
2. Accepts the Response to Branding Request (either approved or disapproved with recommendation)				Client
Total		None	16 hours, 16 minutes	

2. Technical Assistance on Messages and Forewords

Office or Division:	Public Affairs and Advocacy Division
Classification:	Simple
Types of Transaction:	G2G (Internal)
Who may avail:	DSWD OBSUs and Field Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance 2. Draft Message or Foreword		Requesting OBSUs/ FOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for technical assistance on through a memorandum. Memorandum should indicate if the request pertains to: 1. Editing of messages/ Foreword for Manual 2. Crafting of messages for souvenir programs 3. Crafting of speeches	Endorses the Memorandum to the SMS Director	None	3 minutes	Receiving Staff of the Office of the Director
	Reviews the Memorandum and write instructions to concerned Division	N/A	5 minutes	SMS Director

	Scans instruction of SMS Director and forwards/ emails to PAAD	N/A	3 minutes	OD Admin Staff
	Records request and endorses to the PAAD Division Chief	N/A	5 minutes	PAAD Admin Staff
	Reviews request and endorses to the Technical Staff to act on the request	N/A	10 minutes	PAAD Admin Staff
	Conducts research and drafts document	N/A	8 hours	PAAD Technical Staff
	Reviews the draft documents submitted by TS; returns to TS with suggested inputs	N/A	3 hours	Division Chief
	TS inputs comments; returns revised draft document to DC	N/A	2 hours	Technical Staff
	If there is no further comment, DC endorses draft document to SMS Director for review	N/A	30 minutes	Division Chief

	If there are comments, Director returns draft document to DC for revision	N/A	4 hours	SMS Director
	DC returns draft to SMS Director	N/A	1 hour	Division Chief
	If there is no further comments, SMS Dir. Endorses message/ foreword/ speech to concerned OBSU, FO, and/or Office of Assistant Secretary for OSEC Concerns (for Secretary's Message)	N/A	15 minutes	Outgoing Staff of the Office of the Director
Total		N/A	19 hours, 16 minutes	

**Information and Communications Technology
Management Service (ICTMS)
Internal Services**

1. Information Systems Development

Office or Division:	BSSDD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memo or Proposal	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	2. Four [4] sub-processes are initiated by the ICTMS-BSSDD, in coordination with the Data Management Division [DMD]: <ul style="list-style-type: none"> • BPRA • System Design • Development • System Testing 3. A fifth [5] sub-process which is the System Deployment is done in partnership with the Infrastructure Management Division [IMD], Network and Technical	N/A	3 months and 1 week (Depends on the requirement of the business owner)	BSSDD

	Service Support Division [NTSSD] and Cyber Security Group [CSG]. v			
Total		3 months and 1 week		

2. Project Management and Facilitation

Office or Division:	BSSDD ICTMS			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TOR, Project Specification		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1.The BSSDD provides technical assistance to the Business Owner in the formulation of the Terms of Reference for the outsource projects. 2.The Team Lead provides technical assistance to the Business Owner and Service Provider in gathering the requirements and actual	N/A	Depends on the request date and time	BSSDD

	<p>system development.</p> <p>3. The Business Analyst provides technical assistance in the preparation of summary of agreements and its endorsement to respective units.</p> <p>4. If the Information System is ready for deployment, the Team Lead coordinates with Infrastructure Management Division (IMD) for resource requirements.</p> <p>5. The Team Lead coordinates with Cyber Security Group for the Vulnerability Assessment of the Information System.</p> <p>6. If the system passes vulnerability assessment, the Data Management Division (DMD) deploys the system on production database environment and the</p>			
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	Infrastructure Management Division deploys the system on production application environment.			
Total			N/A	

3. Management of Change Request

Office or Division:		BSSDD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change Request Form		ICTMS BSSDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Business Owner submits Change Request Form.	2. The Analyst logs and reviews the Change Request Form. If the CRF is valid, the Analyst will draft an assessment and recommendation else the CRF will be returned to Business Owner with attached notes. 3. If the CRF is transactional, the Data Management Division (DMD) executes the	N/A	Minor change 1-2 days Major change 1-2 weeks New module 1-2 months	BSSDD

	<p>request through back-end. An execution report and signed CRF will be prepared right after the execution.</p> <p>4. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request.</p> <p>5. A unit testing will be conducted once done coding. If there are no bugs found in the system, the Analyst conducts system testing.</p> <p>6. Once the system passes the testing and no bugs are found, the Analyst prepares a UAT form which will be accomplished by the</p>			
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	Business Owner. 7. The Business Owner conducts the User Acceptance Testing. 8. The Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment. 9. The Data Management Division deploys the requested changes on Production Environment for database related requests otherwise the Infrastructure Management Division [IMD] for source code related changes. 10. The Analyst consolidates the forms and updates			
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	the status in the project monitoring system. 11. The Team Leader signs the form and returns them to business owner.			
Total			Minor change 1-2 days Major change 1-2 weeks New module 1-2 months	

4. VPN Connection Issue Resolution/Escalation

Office or Division:		CSG ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	2. NMSSD will then Transcribe/Classify/Escalate the Ticket 3. CSD will Assess and Validate User	N/A	4 Hours (Refer to ICTMS SLA)	CSG

	Credentials and Authorization 4. SDMD/DM D will process VPN Service authorization availability 5. CSD will then configure policy for Application Server/VPN Access for User and Test User connectivity			
Total			4 Hours (Refer to ICTMS SLA)	

5. Virus or Malware Issue

Office or Division:		CSG ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a	2. NMSSD will transcribe/classify the Incident if it's a valid virus or	N/A	8 hours (Refer to ICTMS SLA)	CSG

ticket thru ICT Support Ticketing System.	malware incident. 3. CSD will perform 2 processes: 1) Investigate cause of incident and Issue/updat e and install/Upda te Endpoint Solution. 4. advisory on affected/res tored services. 5. If the issue requires AV installation or update, CSD will isolate infected unit If the issue need OS Level repair/restor ation, CSD will isolate infected unit for deep analysis and execute restoration of services. 6. If it needs external SLA, CSD will escalate to external SLA.			
Total	8 hours			

	(Refer to ICTMS SLA)	
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6. Application Vulnerability Assessment

Office or Division:		CSG ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		BSSDD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VA Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BSSD/The Developer submits a VA Ticket, NMSSD will then transcribe/classify ticket and CSD will assess Application documentation and Test Environment.	2. CSD will execute Vulnerability Assessment proper. 3. If Documents are incomplete it will be given back to BSSD for completion. 4. Preparation and Patch Production Environment will be issued when there are no vulnerabilities found.	N/A	1 Day (Depends on the VA Request)	CSG
Total			1 Day (Depends on the VA Request)	

7. Information Security Incident Management

Office or Division:		CSG ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	2. NMSSD will transcribe/classify the Incident if it's a valid virus or malware incident. 3. CSD will classify and assess Nature on Incident and will Issue necessary advisory and assess extent of damage or data loss. 4. If issue requires patching, CSD will forward to SDMD/DMD for patching application and servers. 5. If issue requires restoration,	N/A	4 Hours (Depends on the IMR Request)	CSG

	CSD will forward to SDMD/DM D for backup restoration. 6. If issue requires physical security check, CSD will forward to SDMD/DMD and will escalate to Admin Service Security. 7. If issue requires physical security check, CSD will forward to SDMD/DMD and will escalate Law to Enforcement (e.g. NBI, CIDG).			
Total			4 Hours (Depends on the IMR Request)	

8. Website and Domain Provision

Office or Division:	IMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the IMD Chief which will be approved / disapproved by the ICTMS Director	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. 2. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would prepare a report to the director for approval of the request. 3. The technical staff would execute the instructions of the Director. 4. The staff will transfer the ticket to CSG for evaluation and approval for publishing.	N/A	1 month (Subject to the approval of the DIR and CSG)	IMD

	5. The technical staff will inform the client and create a report via the ticketing system for documentation.			
Total			1 month 1 month (Subject to the approval of the DIR and CSG)	

9. Server Provisioning

Office or Division:		IMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the BSSD Chief which will be approved / disapproved	2. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The BSSD would provide recommendations to IMD on the	N/A	8 Hours – If resources are available (Subject to endorsement of BSSDD to IMD)	IMD

by the ICTMS Director	<p>deployment specifications.</p> <p>3. Once the ticket is reassigned, the system administrator checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>4. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the</p>			
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	requirement s would be endorsed to the Office of the Director for Procurement. The technical staff will inform the client and create a report via the ticketing system for document ation			
Total			8 Hours – If resources are available (Subject to endorsement of BSSDD to IMD)	

10. Active Directory Account Provisioning

Office or Division:		IMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support	2. The ticket is being evaluated by the helpdesk administrator	N/A	4 Hours	IMD

<p>ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>4. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information:</p> <p>a. First Name: b. Middle Initial: c. Surname:</p>			
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	d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 2. The technical staff will process the creation of Active Directory (AD) account (username and password). 3. Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documentation.			
Total			4 Hours	

11. Active Directory Account VPN Access

Office or Division:	IMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the	N/A	4 Hours (Subject to the approval of CSG)	IMD

	<p>proper division or technical staff, the technical staff will coordinate to client for validation and get the following information:</p> <p>a. Purpose:</p> <p>b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000)</p> <p>c. Access Type: (sample: HTTPS)</p> <p>5. The technical staff will transfer the ticket to Cyber Security Group (CSG) which contains pertinent information to CSG process.</p> <p>a.) AD Group Name</p> <p>b.) Purpose</p>			
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	c.) System to be accessed d.) List of users included			
Total			4 Hours (Subject to the approval of CSG)	

12. Systems Patching

Office or Division:	IMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically	2. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 3. If the ticket is assigned to the IMD ticket pool in which the unit head or	N/A	Web Application: 4 Hour Software Server side: 8 Hours	IMD

<p>be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>4. Once the ticket is reassigned to the proper technical staff, the technical staff in turn checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>5. The technical staff would ensure that a backup of the system files is secured</p>			
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	prior to patching 6. The technical staff would apply the patch and inform the CSG of the patches applied. 7. The technical staff will inform the client and create a report via the ticketing system for documentation.			
Total			Web Application: 4 Hour Software Server side: 8 Hours	

13. Datacenter Entry

Office or Division:		IMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>2. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>4. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would check if the proper information and documents are in order.</p>	<p>N/A</p>	<p>8 Hours (Subject to the approval of the Division Chief)</p>	<p>IMD</p>
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	<ul style="list-style-type: none"> • Delivery Receipt • Equipment List • System Documentation • Activity List <p>1. Once the documents are in order, the activity is then allowed to proceed.</p> <p>1. The IMD technical staff will create a report via the ticketing system for documentation</p>			
Total			8 Hours (Subject to the approval of the Division Chief)	

14. DNS Update

Office or Division:		IMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support	1. The ticket is being evaluated by the helpdesk administrator	N/A	4 Hours (Subject to the Approval of the BSSDD and CSG)	IMD

<p>ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>r from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. The ticket request must first be forwarded to the CSG and BSSD for approval. Both CSG and BSSD must both provide approval before endorsing the request to IMD for processing.</p> <p>3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper</p>			
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	division. The ticket must include the recommendation from CSG and BSSD. 4. The technical staff would then execute the recommendation of the CSG and BSSD 5. The IMD technical staff will create a report via the ticketing system for documentation			
Total			4 Hours (Subject to the Approval of the BSSDD and CSG)	

15. Master Data Management (Database Development)

Office or Division:	DMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	2. Gather user process and data requirements 3. Design Database logical design 4. Create database physical design in development environment 5. Test developed database Create Database in production	N/A	Specs Provision (4 Hours) Deployment/Installation (2 Weeks)	DMD
Total			Specs Provision (4 Hours) Deployment/Installation (2 Weeks)	

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

Office or Division:	DMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Signed CRF	2. Change Management process (BSSDD) 3. Executes request on backend 4. Updates concerned database 5. Update master database (if needed) Communicate changes	N/A	Patching (4 Hours) Change Request (4 Hours)	DMD
Total			Patching (4 Hours) Change Request (4 Hours)	

17. Data Visualization

Office or Division:		DMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data visualization via DSWD Dashboard.	2. Gather and check requirements	N/A	Creation (if data is complete (4 Hours))	DMD

	3. Generate required data for visualization (if Database) 4. Provide on hand data (if non database data) 5. Clean data and produce required tables 6. Produce data visualization 7. Receive data visualization for final review 8. Upload in DSWD dashboard. Regular updates (if needed)		Updating Visualization based on non-database data (1 day) Creation (if data is NOT complete (would depend on data completion from requester))	
Total			Creation (if data is complete (4 Hours)) Updating Visualization based on non-database data (1 day) Creation (if data is NOT complete)	

	(would depend on data completion from requester)	
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18. Database Support

Office or Division:		DMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request database support via ICT Support Ticketing System	2. Provide initial response within 30 mins and coordinate with the requester. 3. Provide resolution within set SLA 4. Review and approve resolution' 5. Change ticket status Close Ticket and answer Customer Satisfaction Survey	N/A	Maintenance/O ptimization (24 Hours/depend on the size of the tables/databas e) PPIS Account Activation & Updates (4 Hours)	DMD

Total	Maintenance/ Optimization (24 Hours/depend on the size of the tables/databas e) PPIS Account Activation & Updates (4 Hours)	
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19. GIS Support

Office or Division:		DMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for GIS TA and provides corresponding data	2. Coordinate with OBSU/Client . Clarifies TA needs and data availability. 3. Analyzes needed data 4. Process Spatial Data 5. Cleanses data 6. Process Spatial Data	N/A	Data Support (4 Weeks)	DMD

	7. Finalize Processed Spatial Data 8. Assess if request is met 9. Receive GIS output Provide Users training			
Total			Data Support (4 Weeks)	

20. Incident Requests on ICT Hardware and Software

Office or Division:		NTSSD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	2. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 3. Desktop Support Engineer provide service support for ICT software	N/A	4 Hours (Refer to ICTMS SLA)	NTSSD

	and hardware trouble to end user 4. If there's a need for Service Provider's intervention, service support engineer provide a TA Report for submission to Procurement Management Division- Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.			
Total			4 Hours (Refer to ICTMS SLA)	

21. ICT Technical Specification Request

Office or Division:	NTSSD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	2. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 3. Desktop Support Engineer provide Technical Specification Report based on industry standard and market research.	N/A	3 Days (Refer to ICTMS SLA)	NTSSD
Total			3 Days (Refer to ICTMS SLA)	

22. Request for Evaluation ICT Hardware and Software

Office or Division:	NTSSD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the Director of ICTMS	2. ICTMS Director endorse the request to NTSSD. 3. NTSSD creates a Technical Working Group to evaluate the Quotations of Bidders. 4. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat.	N/A	3 Days (Refer to ICTMS SLA)	NTSSD
Total			3 Days (Refer to ICTMS SLA)	

23. Assessed as Activity/Training Support

Office or Division:		NTSSD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The OBSUs submit their incident request through ICT helpdesk system.	2. Provide tools/equipment if needed. 3. Deliver Technical Support. 4. Confirm with client when done. 5. Return tools/equipment from their proper disposition if there is any.	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
Total			Duration depends on OBSU request (Refer to ICTMS SLA)	

24. Wide Area Network

Office or Division:		NTSSD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	2. Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a	N/A	4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	NTSSD

	<p>Ping Test and Traceroute. By doing this, the network engineer can isolate if the cause of the problem is physical or logical.</p> <p>3. Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and pictures of the hardware showing the alarm.</p> <p>4. Confirm with the remote contact person if the link is already restored.</p> <p>5. Require an Incident</p>			
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	Management Report from the Service Provider after issue is resolved for documentation purposes.			
Total			4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	

25. Network (Wired and Wireless)

Office or Division:		NTSSD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. The OBSUs submit their incident request through helpdesk system.	b. The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for	N/A	4 hours if only single user is affected, 8 hours if an OBSU is affected	NTSSD

	<p>wireless users.</p> <p>c. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected.</p> <p>d. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing</p>			
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	System. Document the procedure undertaken for reference.			
Total			4 hours if only single user is affected, 8 hours if an OBSU is affected	

26. ICT Support Ticketing System

Office or Division:	NTSSD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD	2. While the email is ictsupport@dswd.gov.ph . With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two	N/A	Depends on the Incident/Service Request (Refer to ICTMS SLA)	NTSSD

<p>credentials for login.</p>	<p>classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.</p> <p>3. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.</p> <p>4. Upon resolution, the technician will change the status to resolved.</p> <p>5. Should the requester agreed, he/she will update the ticket status from resolved to close</p>			
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	<p>otherwise she/he should reply to the ticket to reopen the ticket automatically.</p> <p>6. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.</p>			
Total			N/A	

International Social Services Office Internal Services

1. Provide Technical Assistance to Social Welfare Attaches

It is an inherent function of OSWA to Provide immediate and appropriate Technical Assistance to Social Welfare to Social Welfare Attaches deployed at Foreign Posts

Office or Division	International Social Services Office — Home Office			
Classification:	Simple			
Type of Transaction:	G2G — Government to Government			
Who may avail:	Social Welfare Attaches at Foreign Post			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Memorandum or email request for technical assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to ISSO email.	1. Prints the official request for the supervisor's instruction/s.	None	5 Minutes	Incoming Staff
	2. Endorse the request to the Head then to the Division Chief for instruction/s	None	5 Minutes	Incoming Staff
	3. Endorse the request to concerned technical staff for action	None	2 Minutes	Incoming Staff
	4. Consults with other OBSUs and/or other agencies regarding the request	None	60 Minutes	Assigned Technical Staff
2. Receives the necessary assistance	Provides technical assistance by being their liaison officer in coordinating with	None	180 Minutes	Assigned Technical Staff Division Chief

	other agencies/OBSUs or			Head of Office
	thru the following actions: Endorses SWAtt's request to concerned office thru email/ official memo copy furnished SWAtt 2. Follows-up the status of the request thru phone call/email/official memo 3. Provides feedback thru email/official memo to SWAtts			
Provides feedback on the status of the received assistance	1. Monitors the status and development/s on the request/ monitors SWAtt's feedback and provides additional assistance as needed	None	10 Minutes	Assigned Technical Staff
			262 nutes	

Note: Provision of technical assistance may also be provided in the form of training, actual field monitoring, and providing comments/suggestions to FO's submitted reports, including inquiries through phone and various electronics means.

2. Provision of Technical Assistance to OSWA FO Focal Persons

OSWA also responsible in providing technical assistance to OSWA FO Focal Persons for effective and efficient provision of needed welfare and protection services to referred cases of OF returnees and their families to facilitate family and community reintegration.

Office or Division:	International Social Services Office — Home Office			
Classification:	Simple			
Type of Transaction:	G2G — Government to Government			
Who may avail:	ISSO Focal Person at the Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Memorandum / email request for technical assistance		ISSO Focal Person at the Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to ISSO email.	1. Prints the official for the supervisor's instruction/s.	None	5 Minutes	Incoming Staff
	2. Endorse the request to the Head then to the Division Chief for instruction/s	None	5 Minutes	Incoming Staff Technical Staff Concerned Division Chief Head of Office
	3. Endorse the request to concerned technical staff for action	None	2 Minutes	Incoming Staff Technical Staff Concerned
	4. Consults with other OBSUs and/or other agencies regarding the request	None	60 Minutes	Technical Staff Concerned

2. Receives the necessary assistance	5. Provides Technical assistance thru any of the ff:	None	180 Minutes	Technical Staff Concerned
	Memo to Field Offices Phone/Text 1. Conversation 2. n 3. Meetings			Division Chief Head of Office
			252 Minutes	

Note: Provision of technical assistance may also be provided in the form of training, actual field monitoring, and providing comments/suggestions to FO's submitted reports, including inquiries

Office	Address	Contact Information
Central Office ISSO	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101 local 322 or 323
DSWD	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101
ARTA	Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines	8478-5091 8478- 5093 8478-5099

**Pantawid Pamilyang Pilipino Program National
Program Management Office (4Ps-NPMO)
Internal Services**

1. Processing of Application for Leave

The Administrative Support Division - Human Resource Unit facilitates all types of application for leave such as sick leave, vacation leave, maternity leave, paternity leave and monetization of leave among others of the Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Leave Form		Through Human Resource Management Information System (HRMIS)		
Medical Certificate		DSWD Clinic		
Birth Certificate		Philippine Statistics Authority		
Marriage Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply application through HRMIS and forward printed leave application to ASD HR Unit	1. Receive, review, record and initial the application of the concerned staff including the required attachments, as deemed necessary	None	10 mins.	Admin Officer II
	2. Facilitate submission of filled application for leave to Personnel Administration Division for approval as to certification of leave credits	None	10 mins	Admin Officer II
	3. Facilitate Endorsement of the certified/completed and correct application for leave for approval of the National Program Manager for SG22 below while National Program Manager and Undersecretary concerned for Division Chief level	None	15 mins	Admin Officer II
	4. Endorsement of approved 1 copy of leave to Personnel and 1 copy to concerned staff for filing	None	15 minutes	Admin Officer II
	TOTAL:	None	50 minutes	

2. Processing of Locator Slip

The Administrative Support Division - Human Resource Unit facilitates all locator slip either for official or personal purposes of the Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Leave Form		Through Human Resource Management Information System (HRMIS)		
Medical Certificate		DSWD Clinic		
Meeting Invitation		Invitation from concerned staff		
Special Order w/ Certificate of Appearance		ASD Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply locator slip through HRMIS and submit printed copy to ASD HR Unit	1. Receive, review, record and initial the locator slip of the concerned staff including the required attachments, as necessary	None	10 mins	Admin Officer II
None	2. DC - Facilitate endorsement of locator slip to concerned cluster Head for initial prior to the approval of the National Program Manager Below DC - Facilitate endorsement of locator slip to concerned cluster Head for approval	None	10 mins	Admin Officer II
None	3. Once approved, facilitate confirmation through HRMIS as PAF focal prior to the endorsement to Personnel	None	15 mins	Admin Officer II
	TOTAL:	None	35 minutes	

3. Processing of Request for Overtime (OT)

The Administrative Support Division - Human Resource Unit facilitates all requests for overtime (OT) of the Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for overtime (OT) form		ASD HR Unit		
Justification for requested overtime (OT)		Concerned staff		
Special Order (SO)		ASD HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form of over time and submit to ASD HR Unit	1. Facilitate the processing of requests for overtime of concerned staff.	None	10 mins.	Admin Officer II
None	1.1 Facilitate endorsement of request for overtime to concerned cluster head for initial prior to the approval of NPM	None	10 mins	Admin Officer II
None	1.2 Once approved, preparation of special order/authority to render overtime of concerned staff and for initial of ASD HR Unit and Division Chief	None	15 mins	Admin Officer II Division Chief, ASD
None	1.3 Facilitate tracking and outgoing of special order for signature of the NPM and budget division.	None	20 mins	Administrative Assistant II
2. Accomplish individual request	2. Facilitate the processing of submitted documents for monetization or	None	15 mins	Admin Officer II

for overtime (Annexes A, B, and accomplishment)	compensatory day-off (Annexes A, B, and accomplishment)			
None	2.2 Endorsement of filed overtime to cluster head prior to approval of NPM	None	5 mins	Admin Officer II
None	2.3 Photocopy and Endorsement of signed overtime services to PAD	None	5 mins	Admin Officer II
	TOTAL:	None	1 hour & 27 mins	

4. Processing of Travel Abroad Clearance below 30 days cover period

The Administrative Support Division - Human Resource Unit facilitates, monitors and provides updates for Travel Clearance of the Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Leave Form (1 copy)		HRMIS		
Annex A (DSWD Officials) Travel		ASD - HR Unit or PAD		
Annex B (DSWD Rank and File Personnel) Travel		ASD - HR Unit or PAD		
Annex C (DSWD MOA Workers) Travel		ASD - HR Unit or PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for Leave through HRMIS	1. Leave Application and Authorization Annexes A,B, and C) are for approval by the Head of Office	None	5 minutes	Admin Officer II
2. Accomplish the Annex A (DSWD Officials)	2. Facilitates the endorsement of Approved Leave and Authorization (Annexes A,B, and C) to Head of Office	None	5 minutes	Admin Officer II

3. Accomplish the Annex B (DSWD Rank and File Personnel)	3. Facilitates the endorsement of Approved Leave and Authorization (Annexes A,B, and C) to PAD	None	5 minutes	Admin Officer II
4. Accomplish the Annex C (DSWD MOA Workers)	4. Encodes and Updates on the Monitoring Tool of Clearances	None	2 minutes	Admin Officer II
5. Submit the application of leave and accomplish (Authorization) Annexes once initialed by concern DC's/OIC's to ASD-HR Unit	5. Provide copy of Approved Leave and Authorization (Annexes A, B, and C) to concerned staff.	None	5 minutes	Admin Officer II
TOTAL:			22 minutes	

5. Facilitates request for CSF, MDR, and Certificate of Contribution for Philhealth

The Administrative Support Division - Human Resource Unit facilitates the request of documents for the hospitalization requirements of Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form to Personnel Administration Division		ASD - HR Unit/PAD/Accounting		
Request Form to Accounting		ASD - HR Unit/PAD/Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request Form from ASD - HR Unit	1. Forward Request to Personnel Administration Division	None	5 minutes	Requester

None	1.1 Forward Request to Accounting Division	None	5 minutes	Administrative Assistant II
None	1.2 Provide original copies to concern staff and recorded on the monitoring tool	None	5 minutes	Administrative Assistant II
	TOTAL:	None	15 minutes	

6. Process Request for Certificate of Employment

The Administrative Support Division - Human Resource Unit facilitates the request of Certificate of Employment of Pantawid NPMO personnel.

Office or Division:	4Ps - Administrative Support Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form to ASD		ASD - HR Unit		
Request Form to PAD		Personnel Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request Form for Certificate of Employment (COE) from ASD - HR Unit (FORM: COE with Compensation)	1.1 Review and evaluate received request form 1.2 Forward COE Request to Personnel Administration Division if the COE request covers the compensation	None	5 minutes 5 minutes	Admin Assistant II
2. Accomplish the request Form from ASD -HR Unit (COE without	2. Review the accomplished request Form	None	5 minutes	Administrative Assistant II

Compensation)				
None	2.1 Prepares COE and for sign the Head of Office	None	5 minutes	Administrative Assistant II
None	2.2 Provide copy to concern staff if COE's were signed by the Head of Office or Approving Authority	None	5 minutes	Administrative Assistant II
TOTAL:		None	25 minutes	

7. Processing of Application for Specialized Training

The Administrative Support Division - Human Resource Unit facilitates the request of availment of Specialized Training charged against the Training funds of the program.

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	4Ps-NPMO Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Copy of Duly accomplished Application Form for Specialized Training		HRU-ASD		
Invitation from the Organizer/Host of the training/workshop		Organizer/Host		
1 Copy of accomplished Registration Form		Organizer/Host		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Application Form and submit to HRU-ASD 3 weeks before the scheduled date of the training	1. Receive and review the accomplished Application Form of the concerned staff and endorse to HRMDS for Special Order (SO) preparation.	None	15 mins. upon receipt of application	Admin Officer II Project Development Officer III Admin Aide IV
	TOTAL:	None	15 ins	

8. Processing request for copy of Individual Performance Contract (IPC) and Individual Performance Contract Review (IPCR)

The Human Resource Unit of Pantawid monitors the submission and safe-keeping of the Individual Performance Contracts and Individual Performance Contract Review of all Pantawid Personnel.

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G (Government-to-Government)			
Who may avail:	All Pantawid NPMO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Pantawid HR Unit - Performance Management Focal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned staff request for copy or copies of IPC or IPCR	1. Review the request if complete and correct	None	2 minutes	Admin Officer V
None	1.1 Retrieve the copy of the document and provide to the requesting party	None	5 mins	Admin Officer V
2. Receive the copy of the IPC or IPCR		None		Requester
TOTAL:		None	7 mins.	

9. Issuance of Office/Training Supplies

The Procurement and Supplies Unit of Pantawid Pamilya NPMO facilitates the request for office or training supplies.

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G (Government-to-Government)			
Who may avail:	All Pantawid NPMO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		ASD Procurement and Supplies Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form for issuance	1. Receive and review the request as to correctness	None	5 mins.	Admin Officer II

of office or training supplies	and completeness of details			
None	1.1 Issue the requested office or training supplies to concerned staff or division	None	5 mins.	Admin Officer II
2. Receive the requested the office or training supplies		None		Requester
	TOTAL:	None	10 ins	

10. Processing of Purchase Request

The Administrative Support Division- Procurement Unit will facilitate all procurement projects planned by the divisions in accordance to approved WFP/GAA

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Pantawid Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Activity Proposal/Terms of Reference (TOR)		Proponent Division/ASD-Records Section/Procurement		
SWADCAP Certificate (applicable only for venue w/in Metro Manila)		ASD-Procurement Unit/SWIDB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Division to submit certified true copy of approved activity proposal/TOR/Request/T.A	1. Acknowledge the request for PR;	None	1 hour	Admin Officer V
	1.1 review and check if the request is included in the approved Project Procurement Management Plan (PPMP):		2 hours	Administrative Assistant II
	1.2 if included, ASD will prepare the purchase request (PR) and its supporting documents;		2 hours	
	1.3 If not, ASD will prepare the supplemental PPMP		1 hour	

None	1.4 Submit PR to DPM and NPM for approval	none	1 hour	Deputy Program Manager for Support National Program Manager, 4Ps Administrative Assistant II
None	1.5 Ensure submission of PR to National Project Director (NPD)/USEC for approval	none	within 2 day upon receipt of PR	Administrative Assistant II
None	1.6 Submit the approved PR to Procurement Management Service (PMS) for their review if the request is in accordance with approved DSWD Annual Procurement Plan (APP)	none	1 hour	Administrative Assistant II
	TOTAL:	None	2 days, 8 hours	

11. Processing of Issuance of Special Order / Travel Order

The Administrative Support Division- ATRO Unit will facilitate Special Order / travel Order planned by the divisions in accordance to approved WFP/GAA

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Pantawid Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Request Form(TOR)		Proponent Division/ASD-Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Travel Request Form	1. Acknowledge the request; review and check if the request is properly signed by the proponent division	none	5 mins. upon receipt	Administrative Assistant II

	and approved by cluster head			
None	1.1. Submit SO / TO to DPM and NPM for approval	none	1 to 2 days	Administrative Assistant II Deputy Program Manager for Support National Program Manager, 4Ps
None	1.2. Submit SO / TO to National Project Director for approval (if SO / TO are for director levels) 1.3. Submit SO / TO to Deputy National Project Director for approval (if SO / TO are for DC's and Below)	none	1 to 3 days	Administrative Assistant II National Project Director
	TOTAL:	None	1. days	

12. Process Request for Relief from Property Accountability of Lost, Damaged, Stolen Equipment

The Administrative Support Division - Property and Records Unit facilitates and assists the Accountable Officer on their request for relief from property accountability in case of loss or damages of equipment to the Commission on Audit.

Office or Division:	Administrative Support Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Pantawid NPMO staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) form	AS-PSAMD
1 Notice of Loss to COA	Accountable Officer
1 Incident Report to Head of concerned OBSU	Accountable Officer
1 Affidavit of Lost	Accountable Officer

1 Affidavit of Lost of two (2) disinterested persons	Two (2) persons cognizant of the facts and circumstances about the loss			
1 Copy of Property Accountability Receipt / Inventory Custodian Slip	AS-PSAMD			
1 Certification from concerned competent authority as to the destruction brought by calamity and/or insurgency	Police/Fire/Chief/Provincial Governor/Mayor or other competent authority			
1 Request for Relief from Property Accountability to COA	Accountable Officer			
1 Comment / Recommendation of the Undersecretary for GASSG, upon endorsement of Head of OBS or USec concerned	Undersecretary for GASSG			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incident report to Head of OBSU immediately upon discovery of loss	1. Provide technical assistance / step by step procedure to process request for relief from property accountability	None	1-4 hours	Accountable Officer 4Ps Designated Property Officer
2. Submit the Notarized RLSDDP form to COA within 72 hours upon discovery of loss together with Notice of Loss, copy furnished AS-PSAMD.	2. Acknowledge receipt of RLSDDP and Notice of loss.	Php50.00 (notary)	within 72 hours	Accountable Officer
3. Wait for the list of documentary requirements to request for relief from property accountability	3. Draft endorsement memorandum on the list of requirements to Accountable Officer and Head of OBSU	None	5 mins.	4Ps Designated Property Officer
4. Submit a response letter	4. Endorsed the incident report	None	3-4 hours	Accountable Officer

immediately to the Head of OBSU concerned and provide all supporting documents required by COA within 30 days.	together with other supporting documents required by COA and request recommendation from Undersecretary for GASSG, copy furnished AS-PSAMD.			4Ps Designated Property Officer
5. Receive the decision from COA	5. Draft endorsement memorandum to Implement the decision from COA and require the Accountable Officer to take appropriate action based on the decision.	None	5 mins.	Accountable Officer 4Ps Designated Property Officer
6. In case of payment of depreciated money value, Accountable Officer may opt to deduct the payment from his/her salary thru formal request from Head of OBSU	6. Endorse the request to HRMDS for appropriate action.	None	1-2 hrs.	4Ps Designated Property Officer
	TOTAL:	None	3 days, 10 hours and 10 minutes	

13. Processing Request for Catering

The Administrative Support Division - Budget Unit facilitates request for meal catering during the conduct of Inter-Office Meetings with external partners and other OBSU

Office or Division:	Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid Division Concerned			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Meal Catering Form			ASD-Budget Unit	
Liquidation Report of Previous Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form from ASD-Budget Unit	1.1. Receive and review the request form of the Division concerned	none	1-2mins.	Administrative Assistant II
None	1.2. ASD to forward / submit the form to Canteen (SWEMC)	none	5-10mins.	Administrative Assistant II
None	1.3. Concerned Division to receive the requested food from Canteen	none	1-2mins.	All 4Ps NPMO Concerned Division
2. Submit the liquidation report (attendance, minutes of the meeting) to ASD for processing of payment.	2.1. check as to no pending liquidation	none	10-15mins.	Administrative Assistant II
	TOTAL:		17-29mins.	

14. Data Review, Input, and Endorsement of Pantawid Pamilya NPMO Training Proposals

The Capability Building Division, as the clearinghouse of all trainings in Pantawid Pamilya, reviews, provides input, and endorses the training proposal for the approval of the National Program Manager.

Office or Division:	4Ps Capability Building Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid NPMO Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Training Proposal following prescribed template Training Design			Capability Building Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of Draft Training Proposals and Activity matrix (soft copies only)	1. Records Receipt of the document and forward it to concerned Division Monitor		within 24 hours upon receipt	Administrative Assistant II
2. Awaits for acknowledgment on submitted proposal and matrix (via email)	2. Review proposal based on a checklist. 2.1 If the proposal is complete based on the checklist, draft acknowledgment. 2.2 If the proposal does not follow the prescribed template, draft acknowledgment with initial feedback and return draft proposal and activity matrix to proponent division for compliance.		within two (2) working days upon receipt of concerned staff	Training Specialist III
3. Awaits for inputs on training proposal	3. Review proposals based on the content and parameters. 3.1 If proposal is for revision/enhancement, prepare communication with inputs/comments/recommendations 3.2 If the proposal has met the required standards, prepare communication requesting for a print out of draft proposal and matrix 3.3 Review and approve inputs/comments/recommendations or communication. 3.4 Forward the memo to the proponent/ concerned division.		3 to 5 working days	Training Specialist III Training Specialist IV / Division Chief, CBD Administrative Assistant II
4. Submission of revised proposals based on inputs provided	4. Review the training proposal and matrix as per input/comments/recommendations. If further enhancement is needed, prepare communication and		within 2 days	Training Specialist III

	return the proposal to proponent division. 4.1 If the proposal is in order, inform the proponent division that the proposal is cleared on the level of CBD and to submit a printed copy for initial of CBD's Division Chief. 4.2 Review and approve the final draft of the proposal. 4.3 Forward signed activity proposal to proponent/ concerned division.			Training Specialist IV / Division Chief, CBD Administrative Assistant II
	TOTAL:		Within 10 days	

15. Review, Input, and Endorsement of Pantawid Pamilya RPMO Training Proposals

The Capability Building Division, as the clearinghouse of all trainings in Pantawid Pamilya, reviews, provides input and endorses the mother proposal of RPMOs for endorsement for funding.

Office or Division:	4Ps Capability Building Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid RPMO Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Training Proposal following prescribed template Training Design			Capability Building Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Draft Mother Proposals and Activity matrix (soft copies only)	1. Records Receipt of the document and forward to concerned Regional Monitor		within 24 hours upon receipt	Administrative Assistant II
2. Awaits for acknowledgment on submitted mother proposal	2. Review proposal based on a checklist. 2.1 If the proposal is complete based on the checklist, draft acknowledgment.		within two (2) working days upon receipt of	Regional Training Specialist

and matrix (via email)	2.2 If the proposal does not follow the prescribed template, draft acknowledgment with initial feedback and return draft proposal and activity matrix to proponent division for compliance.		concerned staff	
3. Awaits for inputs on training proposal	<p>3. Review the mother proposal based on the content and parameters.</p> <p>3.1 If the mother proposal is for revision/enhancement, prepare communication with inputs/comments/recommendations.</p> <p>3.2 Inform concerned field office to incorporate comments / inputs on the final draft of proposal and to submit a signed copy of the proposal to CBD.</p> <p>3.3 If mother proposal has met the set requirements, prepare communication requesting for a print out of draft proposal and matrix.</p>		3-5 working days	<p>Regional Training Specialist</p> <p>Division Chief/OIC</p> <p>Administrative Assistant II</p>
4. Endorsement of printed CBD approved training proposal and activity matrix	<p>4.1 Upon receipt of the signed proposal, prepare an acknowledgement memo addressed to the concerned FOs.</p> <p>4.2 Review and approve inputs/ comments/ recommendations on the acknowledgement memo.</p> <p>4.3 Forward the communication to the DPMS/ONPM for approval. Upon approval, forward the communication to the concerned field office.</p>		within 2 working days	<p>Regional Training Specialist</p> <p>Training Specialist IV/ Division Chief</p> <p>Administrative Assistant II</p>
	TOTAL:		10 days	

16. Approval Request for the Approval of the Declaration of Force Majeure / State of Calamity

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

Office or Division:		Pantawid Pamilyang Pilipino Program - National Program Management Office		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		DSWD Regional Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions 		<ul style="list-style-type: none"> Requesting Region where fortuitous events occurred Concerned agencies 		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit official request specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	Assess and validate the request in the 4Ps Information System. If found to be valid, draft memorandum to the National Project Director recommending the approval of the request, otherwise provide	None	3 days	Division Chief, CVD

	feedback to the Field Office. Submit the memorandum to the Office of the Deputy Program Manager for Operations for recommending approval.			
None	Review memorandum and provide initials then forward to Office of the National Program Manager	None	1 day	Deputy Program Manager for Operations
None	Review memorandum and provide signature then forward to the concerned offices for recommending approval.	None	1 day	National Program Manager, 4Ps
None	Concerned Offices shall review memorandum and provide signature as recommending approval then forward to the office of the Secretary for final approval	None	2 days per office	Assistant Secretary for Specialized Programs
				National Project Director
None	Review memorandum and approve the document. Forward to Office of the National Program Manager	None	2 days	DSWD Secretary

None	Forward approved request to Compliance Verification Division	None	1 day	National Program Manager, 4Ps
None	Provide feedback on the status of submitted request to the concerned Field Office	None	1 day	Division Chief, CVD
Total:		None	13 days	

17. Request for Data/Information and Submission of Reports

The Division acts on the requested data coming from internal or external individuals/groups.

Office or Division:		4Ps – Family Development Division		
Classification:		Complex		
Type of Transaction:		Government to Government or Private to Government		
Who may avail:		Internal and external clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting Partners/OBSUs		
Template/ matrix if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office submits request through the Pantawid National Program Manager (NPM) and Deputy Program Manager for Support (DPMS), for action	1. FDD administrative staff receives and records the incoming document and forward to the Division Chief (DC) or PDO IV, for action	N/A	5-10 minutes	Administrative Assistant II
	2. The DC reviews the document and takes appropriate action.	N/A	30 minutes to 1 hour	Division Chief, FDD

	3. DC returns the document with instructions to the administrative staff for tracking and endorsement to the unit head or focal person.	N/A	5 to 10 minutes	Administrative Assistant II
	4. Focal person receives and prepares the data requested with reply memo.	N/A	2-3 days	Project Development Officer IV Project Development Officer III
	5. Concerned PDO IV/Unit Head reviews the documents prepared by the focal person and submits to the DC	N/A	1 day	Project Development Officer IV
	6. The DC reviews/ approves the document.	N/A	1 day	Division Chief, FDD
	7. Once approved by the DC, administrative staff prints and forwards the documents to the Office of the Deputy Program Manager for Support for clearance and onward submission to the Office of the National Program Manager.	N/A	5-10 mins	Administrative Assistant II
	Total:		5 days 1 hr. 30 mins.	

18. Invitation to Attend Trainings/ Workshops/Conferences

The Division acts on the invitations coming from internal or external individuals/ groups endorsed by the National Program Manager or the National Deputy Program Manager for Support

Office or Division:	4Ps – Family Development Division			
Classification:	Simple			
Type of Transaction:	Government to Government or Private to Government			
Who may avail:	Internal and external clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Requesting Partners/OBSUs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office submits invitation through the Pantawid National Program Manager (NPM) and Deputy Program Manager for Support (DPMS), for action	1. FDD administrative staff receives and records the incoming document and forward to the Division Chief (DC) or PDO IV, for action	N/A	5-10 minutes	Administrative Assistant II
None	2. The DC reviews the invitation and takes appropriate action	N/A	30 minutes to 1 hour	Division Chief, FDD
None	3. DC returns the invitation with instructions to the administrative staff for tracking and endorsement to the concerned unit head/focal person.	N/A	5 to 10 minutes	Administrative Assistant II
None	4. Focal person receives the memorandum/ invitation letter and prepares a response letter.	N/A	1- 2 hours	Project Development Officer IV Project Development

				Officer III
None	5. Concerned PDO IV/Unit Head reviews the response prepared by the focal person and submits to the DC.	N/A	1- 2 hours	Project Development Officer IV
None	6. The DC reviews and approves the document and forwards the same to the administrative staff for tracking.	N/A	1- 2 hours	Division Chief, FDD
None	7. The letter is forwarded to the ODPMS for review and/or clearance.	N/A	1- 2 hours	Administrative Assistant II
	Total		9 hours 20 minutes	

19. Systems Management – Approval of Updates

The Modified Conditional Cash Transfer Division in the National Program Management Office conducts regular activities related to the management of its information system towards the provision of cash grants to MCCT program beneficiaries based on their compliance to conditions. These are subdivided into the following activities with their respective details.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regional Program Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved and Recommended Updates by the Regional Director		DSWD Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approval and Recommendation	1.1 Checking of approved and recommended	None	6 hours	Information Technology Officer I

n of Regional Director	updates from the region			
	1.2 Approval of Registration by the National Program Manager	None	2 hours	National Program Manager Information Technology Officer I
	1.3 Checking of approved updates	None	1 day	RMQAD
	1.4 Checking and Fixing Issues found in approved updates	None	2 days	Information Technology Officer I Project Development Officer II
	1.5 Back-up of Pantawid MCCT data	None	1 day	Information Technology Officer I
	1.6 Reflection of Approved Updates	None	3 days	Information Technology Officer I
TOTAL:		None	7 days, 8 hours	

20. Systems Management – MCCT Compliance Verification Forms Generation

The Modified Conditional Cash Transfer Division in the National Program Management Office conducts the generation of compliance verification forms for the accomplishment and encoding by the regions.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Regional Program Management Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

Reflection of Approved Updates of the concerned period		MCCT Information System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expected by the RPMO to be delivered by the MCCT Division periodically	1.1 Compliance Verification (CV) Preparation	None	1 day	Information Technology Officer I
	1.2 Compliance Verification (CVE) Data Generation	None	1 day	Information Technology Officer I
	1.3 CV Data Checking and Report Generation	None	1 day	Information Technology Officer I
	1.4 CV Forms Generation and forwarding to Regional Offices	None	1 day	Information Technology Officer I
TOTAL:		None	2. days	

21. Systems Management – Endorsement of Notice of Approved Payroll Action (NAPA)

The Modified Conditional Cash Transfer Division in the National Program Management Office regularly prepare and endorse NAPA to the Finance Management Systems of the agency which reflects the computation of the cash grants to be received by program beneficiaries based on their compliance for the period.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may Avail:	Finance Management System		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved and Recommended MCCT CV by the Regional Director		DSWD Field Offices	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approval and Recommendation of Regional Director	1.1 Approval of MCCT CV by the National Program Manager	None	4 hours	National Program Manager, 4Ps Information Technology Officer I
	1.2 Back-up Pantawid MCCT Data	None	96 minutes	Information Technology Officer I
	1.3 Generation of NAPA	None	384 minutes	Project Development Officer II
	1.4 Back Back-up Pantawid MCCT Data	None	96 minutes	Information Technology Officer I
	1.5 Endorsement of NAPA result to RMQAD	None	144 minutes	Information Technology Officer I
	1.6 Verification of NAPA from MCCT	None	<i>Separate highly technical service of other office</i>	RMQAD
	1.7 Endorsement of NAPA QA Result to MCCT NPMO	None		RMQAD
	1.8 NAPA Checking and Finalization based from QA Result	None	96 minutes	Information Technology Officer I Project Development Officer II
	1.9 Printing and Signing of NAPA	None	3 hours	Division Chief, MCCT Information Technology Officer I

	1.10 Signing of NAPA	None	1 hour	National Program Manager, 4Ps
	1.11 Endorsement of NAPA Result to FMS-SP-Grants	None	4 hours	Division Chief, MCCT Information Technology Officer I
TOTAL:		None	3 days 1 hour and 36 minutes	

22. Support Services Intervention - SSI Budget Proposal

The Modified Conditional Cash Transfer Division provides Support Services Intervention (SSI) to its program beneficiaries and is designed to provide package of services to the MCCT beneficiaries in addition to education and health cash grants. The SSI aims to strengthen the participation of the beneficiaries in addressing their felt needs or community needs founded on their culture, traditions, situation and dynamics.

In the NPMO level, the MCCT Division is responsible for the projection of the SSI budget of the following year to be submitted to the management for approval and inclusion in the Working Financial Plan. The division is also responsible in facilitating SSI fund request from the regional offices and conducting monitoring on the overall implementation of the SSI.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regional Program Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Expected by the RPMO for the NPMO to facilitate the approval of the SSI budget	1.1 Projection of budget based on SSI budget utilization rates of the regional offices and other considerations to be submitted to Division Chief	None	3 days	Project Development Officer IV
	1.2 Review and concur the proposed SSI Budget and present to the National Program Manager for approval	None	3 days	Division Chief, MCCT
	1.3 Endorse proposed SSI Budget to the Finance Management System upon approval of the National Program Manager	None	1 day	Administrative Assistant II
	1.4 Review, approve and integrate SSI budget in Pantawid Pamilya WFP	None	Separate highly technical service of other office	FMS
TOTAL:		None	7 days	

23. Support Services Intervention - Facilitation of SSI Fund Request

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regional Program Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for SSI Funds		Regional Program Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit request for SSI Budget Allocation	1.1. Receive, review, and record Regional SSI fund request including the required attachments, as deemed necessary	None	10 minutes	Administrative Assistant II
	1.2. Review and endorse request to corresponding regional monitor/focal person	None	10 minutes	Division Chief, MCCT
	1.3 Review request and prepare endorsement letter to Finance Management System and response letter to requesting regional office ; Coordinate with MCCT focal if necessary	None	3 days	Project Development Officer III
	1.4 Review and approve endorsement letter to Finance Management System and response letter to requesting regional office	None	30 minutes	Division Chief, MCCT
	1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
	1.6 Review and approve endorsed SSI budget request. Prepare corresponding Sub-Allotment Advice (SAA) for signature	None	Separate highly technical service of other office	
	1.7 Prepare memo on the status/approval of requested SSI budget to be submitted to Division Chief	None	1 hour	Project Development Officer III

	1.2. Review and approve memo for NPM's signature	None	1 hour	Division Chief, MCCT
	1.8 Record and Transmit Letter to Office of the Deputy Program Manager for Operations and National Program Manager	None	3 days	Administrative Assistant II
TOTAL:		None	6 days and 3 hours	None

24. Program Development

The Modified Conditional Cash Transfer Division develops and amends policies, materials, tools and other documents in relation to the fulfillment of the objectives of the MCCT modalities and its clients.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
Classification:	Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Program Manager			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide instructions on development of required policy, amendments, tools and other documents	1.1. Review existing materials and references in relation to the intended output/subject matter	None	3 days	Project Development Officer III
	1.2. Create first draft of the requested document and submit to Division Chief for review and inputs.	None	5 days	Project Development Officer III

	1.3 Route draft document for review and comments from other relevant OBSUs and stakeholders.	None	3 days	Project Development Officer III
	1.4 Document and consolidate comments and inputs from other OBSUs and integrate them into the revisions for finalization	None	3 days	Project Development Officer III
	1.5 Prepare endorsement letter of the proposed document for NPM's approval	None	1 hour	Project Development Officer III
	1.6 Review and approve endorsement to NPM	None	10 minutes	Division Chief, MCCT
	1.7 Record and Transmit Letter to Office of the Deputy Program Manager for Operations and National Program Manager	None	3 days	Administrative Assistant II
TOTAL:		None	17 days 1 hour and 10 minutes	None

25. Division Reportorial Submission

The MCCT Division requires the regular reporting of the regional offices on the status of the implementation of the MCCT program modalities on a quarterly basis. Consequently, the submitted reports are processed and provide feedback to the concerned regional offices.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Regional Program Management Office
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

Quarterly Report		Regional Program Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complete and fully - accomplished quarterly report to MCCT - NPMO	1.1. Receive, review, and record regional quarterly report with signed endorsement letter	None	10 minutes	Administrative Assistant II
	1.2. Review and endorse report to corresponding regional monitor	None	10 minutes	Division Chief, MCCT
	1.3 Review report based on content and form and prepare corresponding acknowledgement memo containing the findings and recommendations; Coordinate with MCCT focal if necessary	None	6 days	Project Development Officer III
	1.4 Review and approve acknowledgement letter for NPM's signature	None	30 minutes	Division Chief, MCCT
	1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
TOTAL:		None	6 days and 1 hour	None

26. Technical Assistance and Monitoring Visits

The MCCT Division conducts technical assistance and monitoring visits in the field offices to conduct assessments and attend to other regional activities based on the need and request.

Office or Division:	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
Classification:	Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regional Program Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Technical Assistance		Regional Program Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for technical assistance from the NPMO	1.1. Receive, review, and record regional quarterly report with signed endorsement letter	None	10 minutes	Administrative Assistant II
	1.2. Review and endorse report to corresponding regional monitor and provide further instructions	None	10 minutes	Division Chief, MCCT
	1.3 Prepare confirmation memo to region and secure required documents for travel; Coordinate with concerned field office on details and itinerary of travel	None	2 days	Project Development Officer III
	1.4 Review and approve confirmation memo for NPM's signature	None	30 minutes	Division Chief, MCCT

	1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
	1.6 Conduct actual technical assistance and monitoring visit	None	5 days	Project Development Officer III
	1.7 Prepare and submit feedback and confirmation report on the conducted TA and monitoring visit	None	6 days	Project Development Officer III
	1.8 Review and approve acknowledgement letter for NPM's signature	None	30 minutes	Division Chief, MCCT
	1.9 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
TOTAL:		None	13 days and 1 hour and 40 minutes	None

27. Provision of Visual Media as Content Materials

The Social Marketing Division captures beneficiaries in photos and videos with their knowledge and consent, hence copyrights of these materials are owned by the division/program. The provision and use of materials for other public documents other than those used in different production and marketing collaterals of the SMD shall be requested, including those which are already posted in the official social media accounts and website of the program to protect the subjects of the material, especially children.

Office or Division:	Social Marketing Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Pantawid Divisions and other DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		From the requesting DSWD OBSUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send formal letter of request with specific details about the request to 4ps_smd@dswd.gov.ph	1.1 Encode received document to EDTMS	None	5 mins	Administrative Assistant II
None	1.2 Provide copy of letter of request to ASD-Records Section	None	10 mins	Administrative Assistant II
None	1.3 Forward email to Division Chief for appropriate action	None	5 mins	Administrative Assistant II Division Chief, SMD
None	1.4 Provide instructions to SMD Technical Staff	None	5 minutes	Division Chief, SMD Information Officer III
None	1.5 Prepare materials needed	None	4 hours	Information Officer III
None	1.6 Submit materials to requesting client		1 hour	Information Officer III
2. Receive requested materials	2. Update the EDTMS for the action taken	None	5 mins	Administrative Assistant II
TOTAL PROCESSING TIME:		None	5 hours and 30 minutes	

28. Provision of Technical Assistance to Material Production and Development

Materials (IECs, AVPs, etc.) from proposals and plans of other Pantawid divisions or DSWD OBSUs which are not identified under the Social Marketing and Advocacy Framework of the SMD are requested as technical assistance from SMD.

Office or Division:	Social Marketing Division
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Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Pantawid Divisions and other DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of approved concept note/proposal with details of the materials to be produced		Requesting Pantawid Divisions/DSWD OBSUs		
2 Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send copy of approved concept note, proposal, and formal request for TA to SMD through 4ps_smd@dsw.d.gov.ph or personally submit to Division Admin	1.1 Encode received document to EDTMS	None	5 mins	Administrative Assistant II
None	1.2 Forward request to Division Chief for appropriate action	None	5 mins	Administrative Assistant II Division Chief, SMD
None	1.3 Assign and provide instructions to SMD Technical Staff	None	5 mins	Division Chief, SMD Information Officer III
None	1.4 Draft requested material	None	3 days	Information Officer III
None	1.5 Review draft of material	None	5 hours	Division Chief, SMD Information Officer III
None	1.6 Revise draft and submit first draft to requesting client for review	None	1 day	Information Officer III
2. Provide comment on 1 st	2.1 Follow up on comments from	None	3 days	Administrative Assistant II

draft	requesting client			
None	2.2 Revise first draft upon receipt of comments and submit second draft	None	1 day	Information Officer III
3. Endorse drafted material to NPM for review and submit received comments from NPM to SMD	3.1 Follow-up on comments for the second draft	None	5 days	Administrative Assistant II
None	3.2 Finalize material upon receipt of comments and submit to requesting client	None	1 day	Information Officer III
4. Receive final material and endorse to NPM for approval	4. Update the EDTMS for the action taken	None	5 minutes	Administrative Assistant II
TOTAL PROCESSING TIME:		None	14 days 5 hours and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in the Tanggapan ng Reklamo Helpdesk</p> <p>II. <u>Contact Info: (02) 8952-6929</u></p> <p>III. <u>Email: 4psreklamo@gmail.com / pantawid_group@dswd.gov.ph</u></p>
How feedback are processed	<p>A Technical Officer of the Grievance Monitoring and Policy Development Unit opens the drop box on a daily basis and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices or</p>

	<p>officers and are required to answer within 3 days.</p> <p>The answer of the offices will then be relayed to the client.</p> <p>For inquiries and follow ups, the client may contact telephone number (02) 8952-6929</p>
How to file a complaint	<p>Accomplish the grievance form and submit to the officer of the day at the Tanggapan ng Reklamo Helpdesk</p> <p>Complaints can also be file thru the following channel: Email: 4psreklamo@gmail.com Telephone: (02) 8952-6929</p>
How complaints are processed	<p>Upon submission of the grievance form, the officer of the day endorses the form to the Administrative Assistant for recording and will be distributed to a technical officer for evaluation and referral to concerned offices.</p> <p>The concerned office shall conduct validation, submit a report and provide feedback to the client.</p> <p>For inquiries and follow ups, clients may contact telephone number (02) 8952-6929</p>
Contact Information of CCB, PCC, ARTA	<p>info@arta.gov.ph complaints@arta.gov.ph 478-5091 478-5099</p>

Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program	2 nd and 3 rd Flr. Malasakit Building, DSWD Central Office, IBP Road, Quezon City	(02) 8952-6929 / (02) 8962-3424

Resource Generation and Management Office (RGMO)
Internal Services

1. Timely and harmonized accessing of TA and other resources

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

Office or Division	Resource Generation and Management Office			
Classification	Simple			
Type of transactions	Government to Government			
Who may avail	DSWD Offices/Bureaus/Services/Units (OBSUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concept Note (1 copy)		Concerned OBSU		
2. Project Proposal (1 copy)		Concerned OBSU		
3. Terms of Reference (1 copy)		Concerned OBSU		
4. Endorsement Letter (1 copy)		Concerned OBSU		
Client Steps	Office Action	Fees to be Paid	Processing Time (working days)	Person Responsible
1. OBSU technical staff prepares the concept note and submits to the RGMO.	1. Reviews the concept note and advises the concerned OBSUs on how to proceed with drafting the proposal and TOR.	None	1	<i>Technical Staff (PDO III)</i>
2. OBSU prepares the proposal and TOR and submits to the RGMO for comments.	2. Reviews and enhances the draft proposal and TOR. The RGMO ensures that the project being proposed is aligned with the grant agreement.	None	1 – 2	<i>Technical Staff (PDO III)</i>
3. Revises the proposal and TOR based on	3. Endorses the proposal and TOR to the RGMO Head	None	1-2	<i>Technical Staff (PDO III) and</i>

the inputs and comments of the RGMO.	for clearance prior to the endorsement to the Development Partners.			<i>RGMO Head</i>
4. Submits complete project documents, including formal endorsement of OBSU Head, to the RGMO for endorsement to the Development Partners.	4. Endorses the proposal and TOR with signed endorsement letter to the Development Partners for funding support and engagement of service providers.	None	1	<i>RGMO Head</i>

2. Endorsement of Consultant's Outputs for Payment

The RGMO, together with the OBSUs, reviews the consultants' outputs and deliverables and ensures that these are aligned with the approved work plan. Once cleared by the proponents, the RGMO endorses the approved reports to the Development Partners to effect the processing of payment for the consultants.

Office or Division	Resource Generation and Management Office			
Classification	Complex			
Type of transactions	Government to Business			
Who may avail	Development Partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter (1 copy)		Concerned OBSU / RGMO		
2. Progress Report (1 copy)		Concerned OBSU		
3. Final Consultant's Output (1 copy)		Concerned OBSU		
4. Acceptance of the Output (1 copy)		Concerned OBSU		
Client Steps	Office Action	Fees to be Paid	Processing Time (working days)	Person Responsible
1. Concerned OBSUs reviews and approves reports/deliverables submitted by the consultant.	1. Endorses claims for payment of the consultant to the Development Partners.	None	4-5	<i>RGMO Head Technical Staff (PDO III)</i>

	t Partners			
2. Concerned OBSU prepares project completion documents (consultant's intermediate and final outputs, acceptance signed by the OBSU Head and Performance Evaluation Report) and submits to RGMO.	2. Endorses the progress and final outputs to the Development Partners for the processing of consultant's payment.	None	4-5	<i>Technical Staff (PDO III)</i>

3. Submission of Project Completion Reports

The RGMO is tasked to ensure coordinated and efficient use of RGMO-generated resources to support and achieve DSWD's strategic initiatives. To this effect, the office ensures consolidation and knowledge sharing of the results and outputs of the completed TA projects.

Office or Division	Resource Generation and Management Office			
Classification	Complex			
Type of transactions	Government to Government			
Who may avail	DSWD Offices/Bureaus/Services/Units (OBSUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Project Completion Report			Concerned OBSU	
2. Assessment Report			RGMO	
Client Steps	Office Action	Fees to be Paid	Processing Time (working days)	Person Responsible
1. Prepares project completion report	1. Consolidates project completion reports and prepares assessment report to be submitted to the Development Partners	None	4-5	<i>Technical Staff (PDO III)</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The RGMO gathers and receives feedback through the following mechanisms:</p> <ul style="list-style-type: none"> • Memorandum sent by the OBSUs • Email • Phone call <p>Face-to-face or during meetings</p>
How feedbacks are processed	<p>The RGMO coordinates with the concerned staff or offices to clarify the issues being raised. The feedback is addressed in various ways, namely:</p> <ul style="list-style-type: none"> • The RGMO staff or the RGMO Head responds to the email. • The RGMO sends a memo to the concerned OBSU. • The RGMO links with other OBSUs and/or Development Partners to respond to the issues being raised.
How to file a complaint	Complaints can be addressed to the RGMO through a letter or an email.
How complaints are processed	If complaints are received, the RGMO Head gathers information and documents and may talk with the concerned RGMO staff in private to understand the reason and nature of the complaint.
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Resource Generation and Management Office	DSWD Building, Constitution Hills, Batasang Pambansa Complex, Quezon City, 1100 Metro Manila	Trunk Lines: 8931-81-01 to 07 Local: 533, 534 Tel.: 8952-68-34 Email: rgmo@dswd.gov.ph

DSWD FIELD OFFICE I

External Services

1. Accreditation of CSO's to Implement DSWD Projects and/or Programs Using DSWD Funds

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

Office or Division:	Policy and Plans Division – Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none"> DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Field Office I – Standards Section DSWD Website: https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years		Applicant
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)		<ul style="list-style-type: none"> DSWD Website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices		Applicant

5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)			
6. Declaration of Commitment pursuant to AO no. 11 series of 2019	<ul style="list-style-type: none">• DSWD Website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf			
7. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	<ul style="list-style-type: none">• DSWD Website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx			
8. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	<ul style="list-style-type: none">• DSWD Website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CSO representative files the Application Form together with other documentary requirements to the Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Receive and record the application at Document Tracking System (DTS).	None	30 Minutes	Administrative Assistant II (Sustainable Livelihood Program – SLP)
	1.1 Initial review the submitted application.	None	1 Hour	Private Sector Partnership Officer (SLP)
	1.2 Forward the		30 Minutes	Administrative

	application and requirements to Standards Section.	None		Assistant (SLP) II
2. Wait for notification relative to the application.	2. Conduct Individual Desk Review. Review completeness, accuracy and consistency of the documents and entries in all the documents.	None	30 Minutes	Project Development Officer I/III (Standards Section)
	2.a If incomplete or inconsistent, return application with the IDR to SLP RPMO and record in the DTS.	None	5 Minutes	Administrative Aide IV (Standards Section)
	2.b If complete and consistent, schedule to convene Field Office Accreditation Committee (FOAC).	None	20 Minutes	Project Development Officer I/III or Administrative Assistant II (Standards Section)
	2.1 Wait for the conduct of deliberation of applicant CSO's for accreditation.	None	5 Days ¹	Staff, Members (Standards Section, Field Office Accreditation Committee)
	2.2 Conduct deliberation.	None	2 Hours	Staff, Members (Standards Section, Field Office Accreditation Committee)
	2.3 Prepare Resolution and submit for the Regional Director's approval.	None	1 Day	Administrative Assistant II (Standards Section)
	2.4 Approve		1 Day	Regional

¹ Maximum

	Resolution.	None		<i>Director (Office of the Regional Director)</i>
	2.5 Prepare Certificate of Accreditation and endorse same together with the Client Satisfaction Feedback form to SLP RPMO.	None	1 Day	<i>Head (Standards Section)</i>
	2.6 Issue the Certificate of Accreditation and request client to fill up the Client Satisfaction Feedback Form.	None	5 Minutes	<i>Implementing Project Development Officer (SLP)</i>
3. Fill-up and submit the completed Client Satisfaction Feedback Form.	3. Receive the completed Client Satisfaction Feedback Form.	None	5 Minutes	<i>Implementing Project Development Officer (SLP)</i>
	3.1 Forward the completed Client Satisfaction Feedback Form to Standards Section.	None	5 Minutes	<i>Administrative Assistant II (SLP)</i>
TOTAL Complete Requirements		None	8 Days, 5 Hours and 5 Minutes	
Incomplete Requirements		None	2 Hours and 35 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1

	Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Accreditation of Local Government Units for Senior Citizens Center

Refers to the process of pre-assessing and assessing the Senior Citizen Center if they are compliant to set standards.

Office or Division:	Policy and Plans Division – Standards Section		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All public Senior Citizens Center		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Field Office I – Standards Section• DSWD Website: https://www.dswd.gov.ph/downloads-	

	<u>2/</u> Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Constitution and By-Laws/Local Ordinance or Resolution	<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
3. One (1) Copy of the following Documents Establishing Track Record and Good Standing <ul style="list-style-type: none"> Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year Annual Accomplishment Report of the previous year Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant. <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	DSWD Website <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement
4. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance: <p>For Center-based (Residential and Non-Residential Based)</p> <ul style="list-style-type: none"> Copy of the valid safety certificates namely: <ol style="list-style-type: none"> Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) Fire Safety Inspection Certificate 	<ul style="list-style-type: none"> City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation City/Municipal Health Office of Local

c. Water Potability Certificate or Sanitary Permit For applicant serving within the Ancestral Domains of Indigenous People (IP) <ul style="list-style-type: none"> Photocopy of NGO Accreditation from National Commission on Indigenous People (NCIP) 		Government Unit covering the SWDAs area of operation or Private Service Provider <ul style="list-style-type: none"> NCIP Regional Office where the NGO operates 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form through the DSWD Website/Standards Section.	1. Provide client application form, and checklist of requirements.	None	30 Minutes	<i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
2. Submit/file application and supporting documents at Standards Section.	2. Receive the documentary requirements and provide the Public SWDA with an application reference number for easy tracking and reference.	None	30 Minutes	<i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
	2.1 Determine whether the submitted documents are complete.	None	15 Minutes	<i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
	2.1.a If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS).	None	15 Minutes	<i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
	2.1.b If incomplete, return all documents		15 Minutes	<i>Administrative Assistant</i>

	submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None		II/Administrative Aide IV (Standards Section)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents. Applications received after 4:00pm shall be considered as a next working day transaction.				
3.a If complete, receive Acknowledgement Receipt and wait for the result of the documents review and notice of pre-accreditation assessment visit.	<p>3. Review the submitted documents as to compliance.</p> <p>3.a If compliant, prepare an Acknowledgement Letter notifying the conduct of 2-day Pre-Accreditation Assessment Visit.</p> <p>3.b If non-compliant, send Acknowledgement Letter to the Public SWDA and the list of non-compliance.</p>	None	2 Days	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant or Section Head or Division Chief or Regional Director (Standards Section or Policy and Plans Division or Office of the Regional Director)
		None	2 Days	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
4. Confirm the Availability on the proposed Accreditation Assessment Visit.	4. Confirm Pre-Accreditation Assessment Visit.	None	30 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)

				Section)
5. Prepare and make available if necessary the Client and Staff. Assist the Assessor during the conduct of Accreditation Assessment visit.	5. Conduct Pre-Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others. 5.1 Provide the applicant Organization the Client Satisfaction Feedback form.	None None	1 Day 2 Minutes	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i> <i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
6. Accomplish and submit the completed Client Satisfaction Feedback form.	6. Receive the completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II/Administrative Aide IV (Standards Section)</i>
7. Wait for the conduct of Accreditation Assessment Visit of Central Office.	7. Prepare and endorse the results of the findings of Pre-Accreditation Assessment to Central Office. 7.1 Conduct Accreditation Assessment Visit. 7.2 Prepare Confirmation Report and Certificate of Accreditation. 7.2.a If favorable, draft Confirmation Report together with Certificate of	None None None	1 Day 1 Day 2 Days	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i> <i>Technical Staff (Standards Bureau)</i> <i>Technical Staff (Standards Bureau)</i>

	Accreditation.			
	7.2.b If unfavorable, detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	2 Days	<i>Technical Staff (Standards Bureau)</i>
	7.3 Review and endorse the Confirmation Report together with Certificate of Accreditation.	None	1 Day	<i>Technical Staff (Standards Bureau)</i>
	7.4.a If favorable, review and approve the Confirmation Report and the Draft Certificate of Accreditation.	None	1 Day	<i>Technical Staff (Standards Bureau)</i>
	7.4.b If unfavorable, review the provided findings or reason for disapproval of accreditation.	None	1 Day	<i>Head/Chief/Director (Standard Bureau)</i>
	7.4.b.1 Approve Confirmation Report.	None	1 Day	<i>Head/Chief/Director (Standard Bureau)</i>
	7.5.a If favorable, approve and sign Confirmation Report and Certificate of Accreditation.	None	9 Days	<i>Undersecretary (Standards Bureau)</i>
	7.6.a.1 Inform the applicant and Standards Section on the approval and endorse the hard copy of Confirmation of Report and Certificate of	None	*10 Minutes	<i>Support Staff (Standards Bureau)</i>

8. Notify Standards Section on the availability for awarding.

Accreditation to Standards Section for awarding.

7.6.a.2 Upon receipt of Confirmation of Report and Certificate of Accreditation, notify the applicant and ask availability for awarding.

7.5.b If unfavorable, send the Confirmation Report through email or courier.

None

2 Days

Administrative Assistant II / Administrative Aide IV
(Standards Section)

Support Staff
(Standards Bureau)

8. Notify Standards Section on the availability for awarding.

8. Award Confirmation Report Certificate Accreditation	the of and of
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None

1 Day
(Depending on
the preference
of applicant)

Administrative
Assistant II /
Administrative
Aide IV
(Standards
Section)

TOTAL
Complete and Compliant:

None

19 Days, 2
Hours and 47
Minutes

Complete Requirements with Areas for Compliance:

None

11 Days, 2
Hours and 7
Minutes

B. Processing Procedures of Applications submitted through Mail/Courier

1. Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:

Standards Section
DSWD Field Office 1
Quezon Avenue, City of
San Fernando, La
Union 2500

1. Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.
- 1.1 Determine whether the submitted documents are complete.

None

15 Minutes

15 Minutes

Administrative Assistant II / Administrative Aide IV (Standards Section)

Administrative Assistant II / Administrative Aide IV (Standards

	<p>1.1.a If complete, inform the organization on the receipt of application and completeness of requirements. Log the receipt of application documents into the Document Tracking System (DTS).</p> <p>1.1.b If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	None	15 Minutes	Section) <i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
		None	15 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents. Applications received after 4:00pm shall be considered as a next working day transaction.				
2.a If complete, receive Acknowledgement Receipt and wait for the result of the documents review and notice of pre-accreditation assessment visit.	2. Review the submitted documents as to compliance.	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant or Section Head or Division Chief or Regional Director (Standards Section or Policy and Plans Division or Office of the Regional Director)</i>
	2.a If compliant, prepare an Acknowledgement Letter notifying the conduct of 2-day Pre-Accreditation	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant</i>

	Assessment Visit.			(Standards Section)
	2.b If non-compliant, send Acknowledgement Letter to the Public SWDA and the list of non-compliance.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
3. Confirm the Availability on the proposed Pre-Accreditation Assessment Visit.	3. Confirm Pre-Accreditation Assessment Visit.	None	30 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
4. Prepare and make available if necessary the Client and Staff. Assist the Assessor during the conduct of Accreditation Assessment visit.	4. Conduct Pre-Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
	4.1 Provide the applicant Organization the Client Satisfaction Feedback form.	None	2 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
5. Accomplish and submit the completed Client Satisfaction Feedback form.	5. Receive the completed Client Satisfaction Feedback form.	None	5 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)

6. Wait for the conduct of Accreditation Assessment Visit of Central Office.	6. Prepare and endorse the results of the findings of Pre-Accreditation Assessment to Central Office.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
	6.1 Conduct Accreditation Assessment Visit.	None	1 Day	Project Development Officer III / Social Welfare Officer III (Standards Bureau)
	6.2 Prepare Confirmation Report and Certificate of Accreditation.	None	1 Day	Project Development Officer III / Social Welfare Officer III (Standards Bureau)
	6.2.a If favorable, draft Confirmation Report together with Certificate of Accreditation.	None	1 Day	Project Development Officer III / Social Welfare Officer III (Standards Bureau)
	6.2.b If unfavorable, detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	1 Day	Project Development Officer III / Social Welfare Officer III (Standards Bureau)
	6.3 Review and endorse the Confirmation Report together with Certificate of Accreditation.	None	1 Day	Project Development Officer III / Social Welfare Officer III (Standards Bureau)
			9 Days	Project Development Officer III / Social Welfare Officer III (Standards Bureau)

	6.3.a If favorable, review and approve the Confirmation Report and the Draft Certificate of Accreditation.	None	5 Days	Bureau)
	6.3.b If unfavorable, review the provided findings or reason for disapproval of accreditation.	None		Section Head/ Division Chief/ Bureau Director (Standards Bureau)
	6.3.b.1 Approve Confirmation Report.	None	2 Days	Section Head/ Division Chief/ Bureau Director (Standards Bureau)
	6.4.a If favorable, approve and sign Confirmation Report and Certificate of Accreditation.		3 Days	Section Head/ Division Chief/ Bureau Director (Standards Bureau)
	6.4.a.1 Inform the applicant and Standards Section on the approval and endorse the hard copy of Confirmation of Report and Certificate of Accreditation to Standards Section for awarding.	None	*10 Minutes	Undersecretary (Standards Bureau)
	6.4.a.2 Upon receipt of Confirmation of Report and Certificate of Accreditation, notify the	None		Support Staff (Standards Bureau)
			30 Minutes	Administrative Assistant II / Administrative Aide IV

	applicant and ask availability for awarding. 6.4.b If unfavorable, send the Confirmation Report through email or courier.	None	2 Days	(Standards Section) Administrative Assistant II / Administrative Aide IV (Standards Section)
7. Notify Standards Section on the availability for awarding.	7. Award the Confirmation of Report and Certificate of Accreditation	None	1 Day (Depending on the preference of applicant)	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
TOTAL Complete and Compliant:		None	21 Days, 2 Hours and 2 Minutes	
Complete Requirements with Areas for Compliance:		None	17 Days, 1 Hours and 22 Minutes	

This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa ** Accreditation of Local Government Units for Senior Citizens Center is covered under MC 17 series of 2018

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo

	Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Accreditation of Private Social Welfare and Development Programs and Services

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

Office or Division:	Policy and Plans Division – Standards Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	All Private Licensed SWA with Social Welfare and Development Programs and Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Field Office I – Standards Section• https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation	

<p>2. Pre-accreditation assessment</p> <ul style="list-style-type: none"> • For New Applicant, conducted by the concerned Field Office covering the Area of Operation • For Renewal, assessment tool signed by the SWA's Head 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs • For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service • For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<p>3. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application</p> <p>b. ABSNET Membership Certification from the Regional ABSNET President or Chairperson of the Cluster ABSNET or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For Regional ABSNET President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>4. One (1) Copy of the following Documents Establishing Track Record and Good Standing:</p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years.</p> <p>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization

<p>3. Annual Accomplishment Report previous year.</p> <p>4. Audited Financial Report of the previous year.</p> <p>5. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> • Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p>6. One (1) Copy of the following Basic Documents:</p> <p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</p> <p>2. Profile of Board Trustees</p> <p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees

<p>4. Certified True Copy of General Information Sheet issued by SEC</p> <p>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</p> <p>5. For those operating in more than one region:</p> <ul style="list-style-type: none"> List of main and satellite/branch offices with contact details, if any. <p>6. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> Certification from DSWD or photocopy of the certificate of training attended by the hired Registered Social Worker (RSW) related to child placement service. 	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees
<p>7. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance:</p> <ul style="list-style-type: none"> Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies. <p>For Center-Based (Residential and Non-Residential Based) – Copy of the valid safety certificates namely:</p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) City/Municipal Engineering Office of

1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings). 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit. <ul style="list-style-type: none"> • For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of Non-Governmental Organization (NGO) Accreditation from National Commission on Indigenous People (NCIP) • For applicant with past and current partnership with the DSWD that involved transfer of funds. 		Local Government Unit covering the SWDAs area of operation or Private Engineer <ul style="list-style-type: none"> • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • NCIP Regional Office where the NGO operates • Government Agency where the Organization implemented or implements projects and programs. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form through the DSWD website/Field Office Standards Section	1. Provide client application form and checklist of requirements.	None	30 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and provide the applicant SWDA with the Document Tracking System (DTS) number of the application for easy tracking and reference.	None	10 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	2.1 Determine whether the submitted documents are complete.	None	30 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)

	<p>2.1.1 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.</p> <p>2.1.1.1 Transmit/ forward the application documents to the Standards Bureau.</p> <p>2.1.2 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>20 Minutes</p> <p>2 Days</p> <p>20 Minutes</p>	<p>Section)</p> <p><i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i></p> <p><i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i></p> <p><i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i></p>
3. For applicant SWDA with complete requirements, receive the acknowledgement receipt of the submitted requirements.	3. Request client to fill up the Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
4. Submit the completed Client Satisfaction Feedback Form.	4. Receive the completed Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
TOTAL		None	2 Days, 1 Hour and 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

4. Accreditation of Public Social Work Agencies with Center-Based Programs and Services

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

Office or Division:	Policy and Plans Division – Standards Section
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Government	
Who may avail:	All Public SWA's with Center-based Programs and Services (Residential and Non-Residential)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none"> DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Field Office I – Standards Section https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, conducted by the concerned Field Office covering the Area of Operation For Renewal, assessment tool signed by the SWA's Head 		<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
3. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance a. ABSNET Membership Certification from the Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification.		<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
4. One (1) Copy of the following Documents Establishing Track Record and Good Standing: <ol style="list-style-type: none"> Duly signed Work and Financial Plan for the two (2) 		<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/

<p>succeeding years.</p> <p>2. Annual Accomplishment Report previous year.</p> <p>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</p> <p>4. Profile of Clients served for the preceding and current year</p>	<p>Annex 9. DSWD-RLA-F009 Work and Financial Plan</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> • Certification from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017 (Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p>6. One (1) Copy of the following Basic Documents:</p> <p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</p> <p>2. Profile of Board Trustees or its equivalent</p> <p>3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of

<p>accreditation of specific programs and services.</p> <p>(Note: The first 3 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</p> <p>4. For Applicant SWA's implementing Child Placement Services:</p> <ul style="list-style-type: none"> • Certification from DSWD or photocopy of the certificate of training attended by the hired Registered Social Worker (RSW) related to child placement service. 	<p>Employees</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees
<p>7. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance:</p> <p>A. For Center Based (Residential and Non-Residential Based) – copy of the valid certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings). 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit. <p>B. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of Non-Governmental Organization (NGO) Accreditation from National Commission on</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • NCIP Regional Office where the NGO operates

Indigenous People (NCIP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form through the DSWD website/Field Office Standards Section	1. Provide client application form and checklist of requirements.	None	30 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and provide the applicant SWDA with the Document Tracking System (DTS) number of the application for easy tracking and reference.	None	10 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	2.1 Determine whether the submitted documents are complete.	None	30 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	2.1.1 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.	None	20 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	2.1.1.1 Transmit/forward the application documents to the Standards Bureau.	None	2 Days	Administrative Assistant II / Administrative Aide IV (Standards Section)
	2.1.2 If		20 Minutes	Administrative Assistant II /

	incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None		<i>Administrative Aide IV (Standards Section)</i>
3. For applicant SWDA with complete requirements, receive the acknowledgement receipt of the submitted requirements.	3. Request client to fill up the Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
4. Submit the completed Client Satisfaction Feedback Form.	4. Receive the completed Client Satisfaction Feedback Form.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
TOTAL		None	2 Days, 1 Hour and 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of:

	1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

5. Accreditation of Social Workers Managing Court Cases (SWMCCs)

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

Office or Division:	Policy and Plans Division – Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business 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-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Applicants		
A. For Social Workers		
1. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)		<ul style="list-style-type: none"> DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Field Office I – Standards Section Refer to DSWD Website - Administrative Order No. 1 series of 2008 for the form

2. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
3. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
4. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
5. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
6. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Supervisors	
1. First three (3) requirements stated under new applicants for social worker	(As stated above)
2. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
For Renewal	
A. For Social Workers	
1. Certificate of attendance to relevant	DSWD or recognized training institutions

trainings attended or refresher course of at least 24 hours				
2. Summary documentation (Annex B) of cases managed for the last six months		Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template		
3. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases		Applicant/Client		
4. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes; and• Other relevant documentations pertaining to the cases		Applicant/Client		
B. For Supervisors				
1. First three (3) requirements stated under renewal for social worker		(As stated above)		
2. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance		Applicant/Client		
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes/marginal notes;• Case summaries;• Case conference proceedings/notes		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application (Annex A) together with the requirements stated above.	1. Receive and review the submitted documents as to completeness and accuracy with the original copies of the documents.	None	10 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.			
	1.1 Conduct pre-		2 Days	Social Welfare

	<p>assessment by verifying the documents submitted by the Applicant with the original copies of the documents.</p> <p>1.2 If requirements are complete, endorse one copy of the application requirements to DSWD- Standards Bureau, and file the other copy.</p> <p>1.3 Receive the endorsed application and will endorse to Standards Compliance Monitoring Division.</p> <p>1.4 Review the application and documents submitted by the Applicant through Field Office.</p> <p>1.5 If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 Days</p> <p>20 Minutes</p> <p>2 Days</p> <p>1 Day</p>	<p><i>Officer I / Head (Standards Section)</i></p> <p><i>Section Head (Standards Section)</i></p> <p><i>Support Staff (Standards Bureau)</i></p> <p><i>Technical Staff (Standards Bureau)</i></p> <p><i>Technical Staff (Standards Bureau)</i></p>
2. Coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment.	<p>2. Conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.</p> <p>2.1 Send Confirmation Report approved by</p>	<p>None</p> <p>None</p>	<p>1 Day (Per agreed schedule)</p> <p>3 Days (After conduct</p>	<p><i>Technical Staff (Standards Bureau)</i></p> <p><i>Technical Staff, Bureau Director</i></p>

	<p>the Standards Bureau Director to the concerned Field Office after on-site assessment.</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 improving. A re-assessment shall be conducted after six months.</i></p>		of on-site assessment)	(Standards Bureau)
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	2.2 Approve and endorse the Accreditation Certificate to the Cluster Head.	None	1 Day	Director (Standards Bureau)
	2.3 Approve and endorse the Accreditation Certificate to the Secretary.	None	3 Days	Undersecretary/ Cluster Head (Standards Bureau and Capacity Building Group)
	2.4 Approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 Days	Secretary or his/her duly authorized representative (Standards Bureau)
	2.5 Endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 Days	Director (Standards Bureau)
	2.6 Notify the Applicant Organization on the availability of the Certificate.	None	10 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)

3. Receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	3. Issue the Certificate of Accreditation	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV</i> (Standards Section)
	3.1 Request client to fill-up Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV</i> (Standards Section)
4. Fill-up and submit completed Client Satisfaction Feedback form.	4. Receive completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV</i> (Standards Section)
TOTAL		None	20 Days and 55 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution

	5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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

6. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

Office or Division:	Policy and Plans Division – Policy Development and Planning Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government		
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request		From the requesting party	
2. Research Request Form (Annex B); Terms and Conditions, Research Brief (Annex C), and Non-Disclosure Agreement		Policy Development and Planning Section (PDPS)	
3. Chapters 1 and 2 of the		Requesting Party	

Research including the Research Brief and Research Instrument				
4. Contact number and Email Address of the researcher		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Office of the Regional Director - ORD (With no requirements attached)	1. Receive letter of Researcher and endorse to ORD for action.	None	10 Minutes	Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)
	1.1 Review the request and forward to the Policy and Plans Division (PPD) for action of the PPD Chief.	None	10 Minutes	Regional Director (ORD)
	1.2 Receive the request and endorse to the PPD Chief for action.	None	3 Minutes	Administrative Aide IV (Policy and Plans Division – PPD)
	1.3 Review Request and provide instruction to the Research Focal Person through the PDPS Head.	None	10 Minutes	Chief (PPD)
	1.4 Endorse to the Policy Development and Planning Section (PDPS) for action of PDPS Head.	None	2 Minutes	Administrative Aide IV (PPD)
	1.5 Receive the request and endorse to the PDPS Head for action.	None	2 Minutes	Administrative Assistant II (Policy Development and Planning Section – PDPS)
	1.6 Review		10 Minutes	Head (PDPS)

	Request and provide instruction to the Research Focal Person.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.7 Endorse to the Research Focal of the Policy Development and Planning Section (PDPS).	None	20 Minutes	<i>Research Focal Person (PDPS)</i>
	1.8 Review research request and send letter to the Researcher with attached research requirements (advance coordination through cellphone or landline and send requirements through email) and provide orientation on research protocol.	None	5 Seconds	<i>Research Focal Person (PDPS)</i>
	1.9 Endorse letter for signature of PDPS Head.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.10 Receive letter for researcher and endorse to the PDPS Head for signature.	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	1.11 Endorse letter to the PPD Chief for signature.	None	1 Minute	<i>Administrative Aide IV (PPD)</i>
	1.12 Receive letter for researcher and endorse to the PPD Chief for signature.	None	2 Minutes	<i>Chief (PPD)</i>
	1.13 Review and sign letter for the Researcher.	None	10 Seconds	<i>Administrative Aide IV (PPD)</i>
		None		

	1.14 Endorse letter to the RDs Office for signature. 1.15 Receive letter and endorse to RD for signature. 1.16 Review and sign letter for the Researcher. 1.17 Endorse signed letter to the PPD. 1.18 Receive signed letter from the ORD and endorse to the PDPS. 1.19 Receive letter and endorse to the Research Focal. 1.20 Receive letter and send to the Researcher through email.	None None None None None None	10 Seconds 2 Minutes 1 Minute 1 Minute 1 Minute 2 Minutes	<i>Administrative Assistant I (ORD)</i> <i>Regional Director (ORD)</i> <i>Administrative Assistant I (ORD)</i> <i>Administrative Aide IV (PPD)</i> <i>Administrative Assistant II (PDPS)</i> <i>Research Focal Person (PDPS)</i>
2. Submit requirements.	2. Receive requirements and review completeness. 2.1 Review the research request in coordination with the concerned division/section/center/institution and units. 2.2 Provide and coordinate recommendation to the researcher on the research request, copy	None None None	5 Minutes 5 Days 1 Day	<i>Research Focal Person (PDPS)</i> <i>Research Focal Person (PDPS)</i> <i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>

	furnish the Research Focal Person. This includes additional requirements depending on the nature of the request. Two (2) days will be given for the researcher to respond.			
	2.3 Receive and review enhanced research.	None	1 Day	<i>Research Focal Person (PDPS)</i>
	2.4 Endorse to PDPS Head for signature.	None	5 Minutes	<i>Head (PDPS)</i>
	2.5 Endorse to PDPS Clerk for signature of PPD Chief	None	1 Minute	<i>Administrative Assistant II (PDPS)</i>
	2.6 Endorse to PPD Clerk for signature of PPD Chief.	None	1 Minute	<i>Administrative Aide IV (PPD)</i>
	2.7 Review Research Requirements and sign Research Forms.	None	5 Minutes	<i>Chief (PPD)</i>
	2.8 Endorse to RDs Office for approval.		2 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.9 Receive Research Requirements for RDs approval.	None	2 Minutes	<i>Administrative Assistant I (ORD)</i>
	2.10 Review and sign Research Request.	None	5 Minutes	<i>Regional Director (ORD)</i>
	2.11 Endorse signed research to PPD.	None	2 Minutes	<i>Administrative Assistant I (ORD)</i>
	2.12 Receive			

	signed research and endorse to PDPS Clerk.	None	2 Minutes	<i>Administrative Aide IV (PPD)</i>
	2.13 Receive signed research and endorse to Research Focal.	None	2 Minutes	<i>Administrative Assistant II (PDPS)</i>
	2.14 Receive signed Research, inform and email the researcher and provide instructions.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
		None		
3. Receive recommendation and submit/send additional requirements if necessary.	3. Acknowledge the receipt of additional requirements.	None	2 Days	<i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>
	3.1 Inform Research Focal Person if the recommendations are done and additional requirements are complete.	None	5 Minutes	<i>Technical Staff (Concerned Division/Section/Center/Institution/Unit)</i>
	3.2 Draft a copy of the Approval of Research Request.	None	15 Minutes	<i>Research Focal Person (PDPS)</i>
	3.2 Approve /disapprove Research Request.	None	15 Minutes	<i>Regional Director (ORD)</i>
	3.3 Inform the researcher whether the Research Request is approved or not, copy furnish the concerned Division/Section/Center/Institution/Unit. If not approved, explain to the researcher the reason of	None	20 Minutes	<i>Research Focal Person (PDPS)</i>

	disapproval.			
4. Coordinate with the Research Focal Person for the conduct of research.	4. Endorse researcher to the concerned Division/ Section/Center/ Institution/ Unit where the research/data gathering activity is to be conducted.	None	1 Day	<i>Research Focal Person (PDPS)</i>
	4.1 Request researcher to fill-up Client Satisfaction Feedback form.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
5. Fill-up and submit completed Client Satisfaction Feedback form.	5. Receive completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Research Focal Person (PDPS)</i>
TOTAL		None	10 Days, 3 Hours, 2 Minutes and 25 Seconds	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - electronic mail (planning.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p>

	1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

7. Assistance to Individuals In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Field Office 1. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Statutory Programs Division – Crisis Intervention Section	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Hospital Bill		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
2. Hospital bill (With name and Signature)	Billing clerk of the hospital	
3. Barangay certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing.	
4. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)	
5. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies.	
Medical Assistance for Medicine/ Assistive Device		
1. Medical Certificate/Clinical Abstract	Attending Physician from a hospital/clinic or from	

complete with name, license number, and signature of the Physician	Medical Records
2. Prescription complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing.
4. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies.
5. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec NBI, DFA and among others)
Medical Assistance for Laboratory Requests	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
4. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies
Burial Assistance for Funeral Bill	
1. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
2. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming Certificate	Authorized staff of the Funeral parlor/ Memorial Chapel
5. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
6. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
7. Social Case Study Report (if required)	Licensed Social Worker from any government/ non- government welfare agencies
Burial Assistance for Transfer of Cadaver	
1. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
2. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming Certificate	Authorized staff of the Funeral parlor/ Memorial Chapel
5. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing
6. Any valid Government Issued I.D	Government agencies issuing an identification

	card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
Educational Assistance				
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school			
2. Validated School ID/ Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing			
4. Statement of Account for college students	Registrar, Authorized staff from the school			
For Food Assistance				
1. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)			
2. Project proposal and Food distribution List(CRCF client)	Head of the Residential			
3. Barangay Certificate of Indigency/ Certificate of Residency	From the Barangay where the client is presently residing			
For Cash Assistance for Other Support Services				
1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
1. Depending on the circumstances: - Police Report/Fire incident report from the Bureau of Fire - Passport/Travel Document, certification from OWWA - Certification from Caseworker from rescued clients - Blotter and social worker's certification for the victims of online sexual exploitation of children	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.			
Within the day transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number	1. Issue queue number.	None	3 Minutes	Field Office Guard on Duty (Outsourced Agency)
	1.1 Encode the client's information in online Spreadsheet.	None	3 Minutes	Social Welfare Officer II (Crisis Intervention Section – CIS)

2. Screening of documents, Interview, Assessment and recommendation	2. Check the presented requirements if complete and interview and assess the client. If the documents are not complete the client will be asked to comply.	None	42 Minutes	<i>Social Welfare Officer II (CIS)</i>
3. Review and Approval of the Officer in charge of the Social Workers' recommendation of assistance needed.	3. Check the completion of documents as well as the assessment and recommendation of the worker. 3.1 Release of Assistance a. Cash outright (Php 10,000.00 Below) b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)	None None None	5 Minutes 2 Minutes 5 Minutes	<i>Head (CIS)</i> <i>Social Welfare Officer II (CIS)</i> <i>Social Welfare Officer II (CIS)</i>
TOTAL		None	60 Minutes	

Guarantee Letter Transactions within 3 to 5 Working Days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number	1. Issue queue number 1.1 Encode the client's information in online Spreadsheet.	None None	3 Minutes 3 Minutes	<i>Field Office Guard on Duty (Outsourced Agency)</i> <i>Social Welfare Officer II (Crisis Intervention Section – CIS)</i>
2. Screening of documents, Interview, Assessment and recommendation	2. Check the presented requirements if complete and interview and assess the client. If	None	42 Minutes	<i>Social Welfare Officer II (CIS)</i>

	the documents are not complete the client will be asked to comply.			
3. Review and Approval of the Designated Approving officers	3. Check the completion of documents as well as the assessment and recommendation of the worker. a. Division Chief (Php 25,001 – Php 50,000) b. Assistant Regional Director for Operations (Php 50,001 - Php 75,000.00) c. Regional Director (Php 75,001 – Php 150,000)	None None None	12 Minutes 3 Days 5 Days	<i>Head (CIS)</i> <i>Chief (Statutory Programs Division)</i> <i>Assistant Regional Director for Operations (Office of the Assistant Regional Director for Operations)</i> <i>Regional Director (Office of the Regional Director)</i>
	3.1 Release guarantee letter	None	5 Days	<i>Social Welfare Officer II, Administrative Aide IV (CIS)</i>
TOTAL		None	3 Days and 1 Hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction and further actions. Submit quarterly report of these to Central Office.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 209) - electronic mail (cispsp.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients)

	- letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution. The resolution consists of: 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

8. Community Empowerment Activity Cycle

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

Office or Division:	Specialized Programs Division – KC-NCDDP	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government	
Who may avail:	Eligible Local Government Units (Municipalities)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Municipal Memorandum of Agreement on NCDDP		Municipal Local Government Unit
2. Municipal Resolution expressing official acceptance of the implementation of the NCDDP.		Municipal Local Government Unit
3. Executive Order creating or reactivating the MIAC and MCT		Municipal Local Government Unit
4. Special Order installing the ACT and MCT as special projects unit within the MLGU.		Municipal Local Government Unit

5. Special Order designating an LGU staff as the NCDDP focal person.		Municipal Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation Stage				
1. Participate in the Municipal Orientation.	1. Conducts the Municipal Orientation. 1.1 Prepare enrollment documents such as Municipal Memorandum of Agreement (MOA), Resolution, Executive Order (EO), Special Order (SO).	None	1 Day	<i>Regional Program Management Office</i>
2. Provide information requested during the Social Investigation	2. Conduct Social Investigation.	None	20 Days	<i>Regional Program Management Office</i>
3. Participate in the 1 st barangay assembly (Community Consultation)	3. Orient community members on the program design, implementation process and arrangement. 3.1 Facilitate criteria-based and task-informed identification and selection of volunteers for the Participatory Situation Analysis (PSA). 3.2 Facilitate formation of the Barangay Grievance Committee.	None	15 Days	<i>Regional Program Management Office</i>
4. Participate in the Participatory Situation Analysis (PSA).	4. Conduct planning and meeting with the MLGU to ensure	None	40-45 Days	<i>Area Coordinating Team</i>

	<p>participation.</p> <p>4.1 Conduct the municipal meeting.</p> <p>4.2 Conduct the barangay PSA workshop.</p> <p>4.3 Present PSA results to the barangay assembly.</p> <p>4.4 Facilitate approval of the PSA results, criteria for selecting the barangay representation team (BRT) and the project preparation team (PPT).</p> <p>4.5 Conduct meeting with the BRT and PRT to prepare them for the Criteria Setting Workshop and Project Development Workshop (PDW).</p>			
Community Planning and Project Proposal Development Stage				
5. Participate in the criteria-setting workshop.	<p>5. Facilitate discussion among community volunteers of local and broad municipal-level poverty conditions and their causes, informed by community discussions of local poverty conditions and potential solutions, based on the PSA activities.</p> <p>5.1 Facilitate agreement on a list</p>	None	5 Days	<i>Area Coordinating Team</i>

	<p>of critical poverty issues that need to be addressed at the community level, based on the results of the PSA problem analysis and informed by existing development plans and available local resources.</p> <p>5.2 Facilitate consensus on the broad development vision and/or key directions that will guide development investment.</p> <p>5.3 Facilitate agreement on (i) a set of development criteria for selecting the most appropriate and responsive development interventions to address identified poverty issues in the MIBF for prioritization, and; (ii) the process, procedures, and rules of decorum on the conduct of the MIBF.</p>			
6. Participate in the 3rd barangay assembly.	<p>6. Provide feedback on the discussion and agreements from the CSW.</p> <p>6.1 Facilitate agreement on the final community subproject to be proposed for support under the NCDDP.</p>	None	15 Days	<i>Area Coordinating Team</i>
7. Participate in the	7. Facilitate	None	15-40 Days	<i>Area</i>

project development.	proposal preparation of detailed proposals for priority subprojects to address identified priority problems and needs, for barangay assembly approval and submission to RPMO.			<i>Coordinating Team</i>
8. Participate in the Municipal Inter Agency Committee (MIAC) Review.	8. Facilitate review by MIAC members of final subproject proposals, designs and cost estimates, and other RFR documents, for endorsement to the MIBF for prioritization.	None	3 Days	<i>Area Coordinating Team</i>
9. Participate in the 4th Barangay Assembly.	9. Facilitate approval and endorsement by the BA of the Project Proposal to the MIBF for participatory resource allocation.	None	15 Days	<i>Area Coordinating Team</i>
10. Participate in the Participatory Resource Allocation at the municipal level (MIBF).	10. Facilitate prioritization of subprojects for support by the NCDDP, identification of municipal local counterpart project, and programming of interventions proposed to be supported by the NCDDP and other NGAs, to address problems and raised during the PSA (LGU-NGA matrix of PPAs), for succeeding cycles.	None	5 Days	<i>Area Coordinating Team</i>
Community-managed Implementation and Organization Formation and Development (Stage 3)				
11. Participate in meetings	11. Prepare the community for	None	5 Days	<i>Area Coordinating</i>

regarding sub-project implementation.	subproject implementation.			<i>Team</i>
12. Complete community sub-projects on time and within specified quality and cost.	12. Monitor completion of the sub-project implementation and provide technical assistance.	None	120-180 Days	<i>Area Coordinating Team</i>
13. Participate in activities of the community organization for operation and maintenance.	13. Establish community associations for Operations and Maintenance, and Sustainability of completed sub-projects. 13.1 Undertake Sustainability Evaluation Test (SET) for completed sub-projects.	None	40-60 Days	<i>Area Coordinating Team</i>
Community Monitoring (Stage 4)				
14. Participate in accountability reporting.	14. Inform the community members on the status of the sub-project and for public disclosure of all aspects of the implementation including synthesis from GRS and actions taken. 14.1 Review and assessment of commitments made and delivered by the MLGU and other stakeholders.	None	2 Days	<i>Area Coordinating Team</i>
15. Prepare action plan to resolve the adverse findings during the functionality audit and sustainability evaluation testing.	15. Assess functionality and utilization of completed sub-project, and quality of community sustainability activities including organizational effectiveness,	None	3 Days	<i>Area Coordinating Team</i>

	financial management, physical-technical conditions, and benefits of sub-projects.			
TOTAL		None	18 Months and 18 Days	

*Note that client refers to community partner beneficiaries

*Citizen's Charter is applicable only to FO1 when there is a regular implementation.

9. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division:	Policy and Plans Division – National Household Targeting Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government		
Who may avail:	All NGA’s, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request (indicating reasons for name-matching)		Stakeholders/Requesting Party	
2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)		Stakeholders/Requesting Party	
3. Memorandum of Agreement		National Household Targeting Section	
4. Data Requirements		Stakeholders/Requesting Party	
5. Certificate of Orientation on the Data Privacy Act, Acknowledgement Receipt of the copy of law, IRR and its issuances, Physical Setup Certification and Organizational, Technical, and Security Setup Certification		National Household Targeting Section	
6. Designated Data Protection Officer (DPO) registered to National Privacy Commission (NPC)		Stakeholders/Requesting Party	
7. Valid Proof of Identities of the agency head and DPO		Stakeholders/Requesting Party	
8. Data utilization feedback template		National Household Targeting Section	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request for Data Sharing to NHTS.	1. Receive and record the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	3 Minutes	<i>Administrative Assistant III (National Household Targeting Section - NHTS)</i>
	1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.	None	20 Minutes	<i>Project Development Officer IV (NHTS)</i>
	1.2 Decide if the request is for processing or not. The request is forwarded to the Policy and Plans Division Chief.	None	1 Hour	<i>Regional Director (Office of the Regional Director)</i>
	1.3 Endorse the request to the National Household Targeting Section.	None	5 Minutes	<i>Administrative Aide IV (Office of the Regional Director)</i>
	1.5 Inform the requesting party on the approval or disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	20 Minutes	<i>Project Development Officer IV (NHTS)</i>
2. Attend the scheduled orientation with the NHTS.	2. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 Hours	<i>Inspection Team (NHTS)</i>

3. Submit signed Memorandum of Agreement and documentary requirements to the NHTS.	3. Schedule Inspection Meeting	None	4 Hours	<i>Project Development Officer IV (NHTS)</i>
4. Present IT facilities to the NHTS Inspection Team.	4. Inspect IT facilities and issue Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification).	None	3 Hours	<i>Information Technology Officer II (NHTS)</i>
	4.1 Certifications will be attached to the MOA and endorsed to the Field Office (FO) Data Protection Officer.	None	35 Minutes	<i>Project Development Officer IV (NHTS)</i>
	4.2 Assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Regional Director signature.	None	1 Day	<i>FO Data Protection Officer (Office of the Assistant Regional Director for Operations)</i>
	4.3 Review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.	None	3 Days	<i>Regional Director (Office of the Regional Director)</i>
	4.4 The approved request is endorsed to the IT Officer to generate data in database or CSV format in accordance with Data Sharing guidelines depending on the data requirement.	None	3 Days (Regional data); 2 Days (Provincial Data); 1 Day (Municipal and Barangay Data)	<i>Information Technology Officer II (NHTS)</i>
	4.5 Inform the		3 Minutes	

	Project Development Officer of the schedule of release of the results.	None		
	4.6 Review result of Data generation.		1 Day	Information Technology Officer (NHTS) II
	4.7 Secure the data by adding password protection to the file. After securing the data, prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT Officer will counter sign in the DRF, then forward the documents to the PDO. The PDO will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant.	None	1 Hour	Information Technology Officer (NHTS) II
		None		Information Technology Officer II, Project Development Officer IV (NHTS)
	4.8 Sign the endorsement.		1 Hour	
	4.9 Track and scan the document before releasing the result to the requesting Party.	None	5 Minutes	
		None		Regional Director (Office of the Regional Director) Administrative Assistant III

				(NHTS)
5. Call NHTS Office	5. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT Officer for the password of the file.	None	5 Minutes	Information Technology Officer II (NHTS)
TOTAL		None	8 Days, 14 Hours and 5 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Data utilization feedback/report of stakeholders indicating the usage of the data shared.
How feedbacks are processed?	Consolidate the feedback to ensure that the processed personal sensitive information are aligned with the data sharing guideline and intended purpose indicated in the MOA. Forward report to NHTO the number of stakeholders/requesting party with MOA and utilization of the stakeholders.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - a text message via the Listahanan Text Hotline (LTH)/WiServe: <p>Listahanan<space>Pangalan<space>Lokasyon<space>Tanong o Reklamo</p> <ul style="list-style-type: none"> - electronic mail (nhts.fo1@dswd.gov.ph) - posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

10. Data Sharing - Name Matching Process

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

Office or Division:	Policy and Plans Division – National Household Targeting Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business	
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request (indicating reasons for name-matching)		Stakeholders/Requesting Party
2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)		Stakeholders/Requesting Party
3. Flatfile template/CSV file for names to be matched		National Housing Targeting Section
4. Electronic copy of the names to be matched		Stakeholders/Requesting Party
5. Memorandum of Agreement		National Housing Targeting Section
6. Certificate of Orientation on the Data Privacy Act, Acknowledgement Receipt of the copy of law, IRR and its issuances, Physical Setup Certification and Organizational, Technical, and Security Setup Certification		National Housing Targeting Section
7. Designated Data Protection Officer (DPO) registered to National Privacy		Stakeholders/Requesting Party

Commission (NPC)				
8. Valid Proof of Identities of the agency head and DPO		Stakeholders/Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	5 Minutes	Administrative Assistant III (NHTS)
	1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.	None	20 Minutes	Project Development Officer IV (NHTS)
	1.2 The Director will decide if the request is for processing or not. The request is forwarded to the Policy and Plans Division Chief.	None	1 Hour	Regional Director (Office of the Regional Director)
	1.3 Endorse the request to the National Household Targeting Section (NHTS).	None	5 Minutes	Administrative Aide IV (Office of the Regional Director)
	1.4 Inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	20 Minutes	Project Development Officer IV (NHTS)

2. Attend the scheduled orientation with the NHTS	2. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 Hours	Inspection Team (NHTS)
3. Submit signed Memorandum of Agreement and documentary requirements to the NHTS.	3. Schedule Inspection Meeting	None	4 Hours	Project Development Officer IV (NHTS)
4. Present IT facilities to the NHTS Inspection Team.	4. Inspect IT facilities and issue Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	3 Hours	Information Technology Officer II (NHTS)
	4.1 Certifications will be attached to the MOA and endorsed to the Field Office (FO) Data Protection Officer.	None	35 Minutes	Project Development Officer IV (NHTS)
	4.2 Assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Regional Director signature.	None	1 Day	FO Data Protection Officer (Office of the Assistant Regional Director for Operations)
	4.3 Review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.	None	3 Days	Regional Director (Office of the Regional Director)
	4.4 The approved request is endorsed to the IT Officer to assess if the attached electronic copy of names is in accordance with	None	30 Minutes	Information Technology Officer II (NHTS)

	the template required.		30 Minutes	
	4.5 Inform the Project Development Officer of the schedule of release of the results.	None		
	4.6 Depending on the volume or number of names to be matched, the request will be processed on set deadline.	None	30 Days (maximum 500,000 names)	Information Technology Officer (NHTS) II
	4.7 Review the result of name matching.	None	3 Days	Information Technology Officer (NHTS) II
	4.8 Secure the data by adding password protection to the file. After securing the data, prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT Officer will counter sign in the DRF, then forward the documents to the PDO. The PDO will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant.	None	1 Hour	Information Technology Officer (NHTS) II, Project Development Officer IV (NHTS)
	4.9 Sign the endorsement.		1 Hour	
	4.10 Track and		5 Minutes	
		None		

	scan the document before releasing the result to the requesting Party.	None		<i>Regional Director (Office of the Regional Director)</i> <i>Administrative Assistant III (NHTS)</i>
5. Call NHTS Office	5. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT Officer for the password of the file.	None	5 Minutes	<i>Information Technology Officer II (NHTS)</i>
TOTAL		None	38 Days, 6 Hours and 35 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate quarterly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - a text message via the Listahanan Text Hotline (LTH)/WiServe: <p>Listahanan<space>Pangalan<space>Lokasyon<space>Tanong o Reklamo</p> <ul style="list-style-type: none"> - electronic mail (nhts.fo1@dswd.gov.ph) - posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are	The Listahanan Grievance Redress System (GRS) consist of a

processed?	five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are: 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

11. Data Sharing - Statistics/Raw Data Request

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

Office or Division:	Policy and Plans Division – National Household Targeting System			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Outsiders / External Clients:				
1. Letter of Request (specify purpose and data requested)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a communication letter addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Office of the	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>

	Director.			
	1.1 Receive the letter of request and endorse the letter to the Policy and Plans Division Chief.	None	4 Hours	<i>Administrative Aide IV (Office of the Regional Director)</i>
	1.2 Forward request to NHTS/Statistician II	None	5 Minutes	<i>Administrative Aide IV (Policy and Plans Division)</i>
	1.3 Review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Statistician will coordinate with the data users to clarify the data requirements. He/She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.	None	4 Hours	<i>Regional Associate Statistician (NHTS)</i>
	b. <i>Clear</i> – Statistician generates statistics/data requested.	None	1 Day	<i>Regional Associate Statistician (NHTS)</i>
	1.4 The generated statistical/raw data shall be submitted to the NHTS Head for review. If the statistical/ raw data is: a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Statistician for	None	4 Hours	<i>Project Development Officer IV (NHTS)</i>

TOTAL

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are	Consolidate quarterly to know the data/statistics on satisfaction in processing the request and different purpose of the

processed?	clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - a text message via the Listahanan Text Hotline (LTH)/WiServe: <p>Listahanan<space>Pangalan<space>Lokasyon<space>Tanong o Reklamo</p> <ul style="list-style-type: none"> - electronic mail (nhts.fo1@dswd.gov.ph) - posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

12. DSWD Disaster Data Request Processing

Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response Information and Management Section (DRIMS). The Division provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Division's review and assessment, and can only be obtained through formal request. This service only includes request for data directly to the Field Office through email, snail mail and hand-carried document.

Office or Division:	Disaster Response Management Division - Disaster Response Information and Management Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government			
Who may avail:	Local Government Units, NGOs and other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the purpose of the request must be indicated for information		Applicant		
2. One (1) valid proof of identification		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, School/University		
3. For request made through email, a scanned copy of the request letter and a proof of identification must be attached.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete details and information together with one (1) valid proof of identification	1. Receive and record document submitted by the requesting party.	None	5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Endorse document to DRMD for appropriate action.	None	5 Minutes	<i>Regional Director (Office of the Regional Director)</i>
	1.2 Forward document to DRIMS for review and appropriate actions.	None	5 Minutes	<i>Chief (Disaster Response Management Division)</i>
	1.3 Review and assess request for information	None	1 Hour	<i>Social Welfare Officer I or Project Development</i>

	<p>1.4 If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the Division does not have the data being requested.</p> <p>1.5 If the data requested is readily available, generate the same data and transmit a reply letter providing the client with the data being requested.</p> <p>1.6 If longer time is needed to process request, send a reply letter informing the client on the length of time needed, and undertake necessary action to generate data.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Days</p> <p>4 Days</p> <p>6 Days</p>	<p>Officer II/III or Administrative Assistant I/III (Disaster Response and Information Management Section - DRIMS)</p> <p>Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)</p> <p>Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)</p> <p>Social Welfare Officer I or Project Development Officer II/III or Administrative Assistant I/III (DRIMS)</p>
TOTAL		None	6 Days, 1 Hour and 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are	Consolidate monthly to know the data/statistics on satisfaction

processed?	in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A grievance may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 208) - electronic mail (drmd.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are: 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

13. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Policy and Plans Division – Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form(DSWD DFE Form 1)		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityField Office I – Standards Sectionhttps://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf DSWD DFE Form 1		
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		Philippine Consular Office (i.e. embassy or consulate) of the country of origin		
3. Notarized Deed of Acceptance		Notary public		
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		Issued by the DSWD to the licensed and/or accredited SWDA		
5. Bill of Lading or Airway Bill		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee		
6. Packing List		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee		
7. Plan of Distribution		https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf DSWD DFE Form 2 <ul style="list-style-type: none">To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution		
Optional Requirements:				
1. Certification from Food and Drug Administration (FDA), in case of medicines		Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781		
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.		https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf DSWD DFE Form 3 <ul style="list-style-type: none">To be certified correct by the concerned DSWD Field Office		
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines		Appropriate government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Files the application form, together with the supporting documents and other requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Receive the application and provides technical assistance, if necessary.	None	30 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
2. Pay the required processing fee and provide a copy to the Standards Section.	2. Issue an Official Receipt (OR).	PHP 1,000	10 Minutes	<i>Administrative Officer II (Cash Section)</i>
3. Await result of the assessment.	3. Review and assess the submitted requirements.	None	2 Days	<i>Social Welfare Assistant / Head (Standards Section)</i>
	3.1.a If complete, determine the necessity of conducting a validation visit.	None	1 Day	<i>Social Welfare Assistant / Head (Standards Section)</i>
	3.1.b If incomplete, return all submitted documents to the applicant together with Checklist of Requirements and inform lacking requirements.	None	1 Day	<i>Social Welfare Assistant / Head (Standards Section)</i>
4. Validation Visit	4. Conduct area visit, obtains in-depth information concerning administrative and operational aspects of the program (Optional).	None	2 Days (per agreed schedule)	<i>Social Welfare Assistant / Head (Standards Section)</i>
	4.1 Secure endorsement of the application by the DSWD Regional Director.	None	4 Hours	<i>Social Welfare Assistant (Standards Section)</i>
	4.2 Endorse the application to the Standards Bureau	None	4 Hours	<i>Regional</i>

	at the Central Office 4.3 If deficient, return the application to the applicant and provide the necessary technical assistance to comply with the requirement.	None	4 Hours	<i>Director (Office of the Regional Director)</i> <i>Social Welfare Assistant (Standards Section)</i>
5. Await endorsement by DSWD Central Office	5.a If approved, prepare the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conformance letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement. 	None	1 Day	<i>Social Welfare Assistant (Standards Section)</i>
	5.b If disapproved, send written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.	None	1 Day	<i>Social Welfare Assistant (Standards Section)</i>
	5.1 Endorsement letter is endorsed to the Secretary. Affix initial to the endorsement letter to DOF.	None	2 Days	<i>Undersecretary (Standards Bureau)</i>
	5.2 Final approve and affix signature to the endorsement		3 Days	

	letter to DOF. 5.3 Inform the applicant and Field Office of the approval of endorsement. 5.4 Prepare endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None None None	5 Minutes 5 Minutes	<i>Secretary (DSWD)</i> <i>Technical Staff (Standards Bureau: SCMD)</i> <i>Technical Staff (Standards Bureau: SCMD)</i>
6. Pick up Endorsement Letter	6. Hand over Endorsement Letter and request client to fill-up the Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
7. Fill-up and submit completed Client Satisfaction Feedback form.	7. Receive Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
TOTAL Complete and Compliant:		PHP 1,000	12 Days and 1 Hour	
Disapproved		PHP 1,000	7 Days and 40 Minutes	
Incomplete Submission		PHP 1,000	3 Days and 40 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 205)

	<ul style="list-style-type: none"> - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

14. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

Office or Division:	Statutory Programs Division – Pantawid Pamilya Regional Program Management Office Grievance Redress Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Grievance Form		Tanggapan ng Reklamo Helpdesk, Regional Program Management Office (RPMO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby and give ID Card to Guard on Duty.	1. Give the logbook to the client with pen and secure the client's ID.	None	2 Minutes	Security Guard (Pantawid Pamilya Regional Program Management Office – RPMO)
2. Get a grievance form.	2. Give the grievance form/request and inquiry form.	None	1 Minute	Regional Grievance Officer (Pantawid Pamilyang Pilipino Program – PPPP)
3. Accomplish the grievance.	3. Ensure that grievance form/request and inquiry form is complete and properly filled out.	None	2 Minutes	Regional Grievance Officer (PPPP)
4. Provide complete details of the complaint.	4. Interview the client and write down other pertinent details in the grievance form.	None	10 Minutes	Regional Grievance Officer (PPPP)
	4.1 Verify in the Pantawid Pamilya Information System (PPIS) if the subject of complaint is a Beneficiary or Non-Beneficiary.	None	2 Minutes	Regional Grievance Officer (PPPP)
	a. Subject of Complaint (Beneficiary): Check the client status in the PPIS and explain to the client the process of resolving complaints on Misbehavior of Beneficiary-Misuse of Grants and the sanctions that will be given if the subject of complaint has	None	4 Minutes	Regional Grievance Officer (PPPP)

	<p>merit.</p> <p>b. Subject of Complaint (Non-beneficiary): Provide feedback to the complaint regarding non-inclusion of the subject of complain to the program and will be referred to the Local Government Unit (LGU) for appropriate action.</p> <p>4.2 Inform the client that he/she will be contacted through the contact information provided to the assigned Grievance Officer once a resolution is made.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>4 Minutes</p> <p>10 Minutes</p>	<p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p>
<p>5. Secure the acknowledgement/ follow-up slip. *Client may contact the number provided in the slip for follow-up.</p>	<p>5. Detach the acknowledgement/ follow-up slip from the grievance form and give it to the client.</p> <p>5.1 Record the data from the grievance form in the Grievance Monitoring Matrix.</p> <p>5.2 Draft the endorsement letter to the Provincial Operations Office (POO) concerned. *Supporting documents and grievance form submitted by the client must be</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Minutes</p> <p>10 Minutes</p> <p>25 Minutes</p>	<p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p> <p><i>Regional Grievance Officer (PPPP)</i></p>

	attached.			
	5.3 Submit to the RPMO Administrative Staff for recording of document to the Daily Tracking System (DTS).	None	5 Minutes	<i>Regional Grievance Officer (PPPP)</i>
	5.4 Record the document in the DTS and forward to the Regional Program Coordinator (RPC) /Officer of the Day for review.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.5 Review the draft letter and affix initials on the letter.		3 Minutes	
	5.6 Forward the reviewed draft letter to the RPMO Administrative Assistant.	None	2 Minutes	<i>Regional Program Coordinator/Officer of the Day (PPPP)</i>
	5.7 Update the record of the document in the DTS.	None	5 Minutes	<i>Regional Program Coordinator/Officer of the Day (PPPP)</i>
	5.8 Forward the draft letter to the Office of the Division Chief/Officer of the Day.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.9 Receive and record the document in the DTS and forward to the Office of the Division Chief/Officer of the Day for further review.	None	5 Minutes	<i>Administrative Assistant II (PPPP)</i>
	5.10 Review the	None		<i>Administrative Assistant II (Specialized Programs)</i>

	draft letter and affix initials on the letter.		3 Minutes	<i>Division - SpPD)</i>
	5.11 Forward the reviewed draft letter to the SpPD Administrative Assistant.	None	2 Minutes	<i>Chief/Officer of the Day ((Specialized Programs Division - SpPD)</i>
	5.12 Update the record of the document in the DTS.	None	5 Minutes	<i>Chief/Officer of the Day (Specialized Programs Division - SpPD)</i>
	5.13 Forward the draft letter to the Office of the Assistant Regional Director for Operations (OARDO).	None	5 Minutes	<i>Administrative Assistant II (SpPD)</i>
	5.14 Receive and record the document in the DTS and forward to the Assistant Regional Director for Operations (ARDO) for review of draft letter.	None	5 Minutes	<i>Administrative Assistant II (SpPD)</i>
	5.15 Review the draft letter and affix initials on the letter.	None	3 Minutes	<i>Administrative Assistant I or Administrative Aide III/IV (Office of the Assistant Regional Director for Operations – OARDO)</i>
	5.16 Forward the draft letter to the OARDO Administrative Assistant.	None	2 Minutes	<i>Assistant Regional Director for Operations (OARDO)</i>
	5.17 Update the record of the document in the DTS.	None	5 Minutes	<i>Assistant Regional</i>

	5.18 Forward the draft letter to the Office of the Regional Director (ORD).	None	2 Minutes	Director for Operations (OARDO)
	5.19 Receive and record the document in the DTS and forward to the Regional Director (RD) for review of draft letter.	None	5 Minutes	Administrative Assistant I or Administrative Aide III/IV (OARDO)
	5.20 Review the draft letter and affix signature on the approved letter.	None	3 Minutes	Administrative Assistant I or Administrative Aide III/IV (OARDO)
	5.21 Forward the approved letter to the Administrative Assistant.		2 Minutes	Administrative Assistant I or Administrative Aide III/IV (OARDO)
	5.22 Update the record of the document in the DTS.	None	5 Minutes	Regional Director (Office of the Regional Director – RD)
	5.23 Forward the approved letter to the RPMO Administrative Assistant.	None	5 Minutes	Regional Director (Office of the Regional Director – RD)
	5.24 Receive the approved letter and update the record of the document in the DTS.	None	3 Minutes	Administrative Aide IV (ORD)
	5.25 Forward the approved letter of feedback to Administrative Assistant in the concerned POO.	None	3 Minutes	Administrative Aide IV (ORD)
	5.26 For National Program Management Office	None	4 Minutes	Administrative Assistant II (PPPP)

	(NPMO) cases: Forward the approved letter of feedback to the Records and Archives Management Section for transmittal to NPMO.	None		<i>Administrative Assistant II (PPPP)</i>
		None		<i>Administrative Assistant II (PPPP)</i>
TOTAL		None	2 Hours and 43 Minutes	

15. Handling 8888 Grievance and Redress

In accordance to Executive Order No. 6, series of 2016, "Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the Citizen's Complaint Center," the DSWD Complaint Action Team was formed to ensure prompt actions on concerns, complaints, and requests for assistance.

Office or Division:	Administrative Division – Records and Archives Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units, and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern, complaint and request for assistance.	1. Receive the concerns, complaints, and requests for assistance through	None	5 Minutes	<i>Administrative Officer III (Records and Archives)</i>

	email and identify concerned division.			<i>Management Section - (RAMS)</i>
	1.1 Encode in the DTS the concerns, complaints, and requests for assistance and forward to concerned division.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (RAMS)</i>
	1.2 Receive the concerns, complaints, and requests for assistance and forward to concerned Division Chief.	None	5 Minutes	<i>Clerk (Concerned Division)</i>
	1.3 Provide instructions to concerned sections/ units.	None	5 Minutes	<i>Chief (Concerned Division)</i>
	1.4 Prepare response to the concerns, complaints, and requests for assistance with concrete and specific action.	None	16 Hours	<i>Head (Concerned Section/Unit)</i>
	1.5 Recommend approval of the response.		30 Minutes	
	1.6 Approves the response.	None	30 Minutes	<i>Chief (Concerned Division)</i>
	1.7 Email the response to <i>grievance.osec@ds wd.gov.ph</i> copy furnish the Focal Person of the Department for onward submission to the Office of the	None	30 Minutes	<i>Regional Director (Office of the Regional Director)</i> <i>Head (Concerned Section/Unit)</i>

	President.			
	TOTAL	None	2 Days, 1 Hour and 55 Minutes	

16. Handling of Administrative Complaints by Other Individuals

This process covers an administrative complaints initiated by any other persons other than DSWD employees.

Office or Division:	Office of the Regional Director – Legal Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Subscribe and sworn to complaint		Complainant and his appointed Lawyer		
Certification of Non-Forum Shopping		Complainant and his appointed Lawyer		
Certified True copies of documentary evidence and affidavits of his/her witnesses, if any. (Reiterate admissible evidence)		Complainant and his appointed Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a complaint to the Regional Director (RD). The complaint shall contain the following ¹ : a. Full name and address of the person complainant; office; b. Full name and address of the person complained of as well as his/her position and office;	1. RD as disciplining authority endorse to Legal Unit the Complaint.	None	7 Days	<i>Regional Director (Office of the Regional Director)</i>

<p>c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</p> <p>d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and</p> <p>e. Certification or statement of non-forum shopping.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p> <p>(For complaints without evidence but cause of action/s are evident, an investigation to address the concern is still conducted especially in the case of 8888.)</p>	<p>1.1 Receive the complaint with cover memorandum.</p> <p>1.1.1. Screen the completeness of the documents.</p> <p>a. If the documents are complete:</p> <p>1.1.2 Receive the request and stamp received with date, time and name of the</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Minute</p> <p>5 Minutes</p> <p>2 Minutes</p>	<p><i>Legal Assistant II (Legal Unit)</i></p> <p><i>Legal Assistant II (Legal Unit)</i></p> <p><i>Legal Assistant</i></p>
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	receiving officer and receive in the Document Tracking System (DTS)			<i>II (Legal Unit)</i>
	b. If the documents are incomplete:		2 Minutes	
	1.1.2 Return the request to the sender and advice to submit the complete documents.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	1.2 Assign the complaint to the Lawyer for assessment and study.			
	1.3 Study and conduct any review and investigation necessary to the complaint.	None	10 Days	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.3.1 Draft and submit a memorandum containing the recommendation on the complaint to the Director either for:		10 Days	
	(i) dismissal of the Incident Report,	None		<i>Attorney IV (Legal Unit)</i>
	(ii) the conduct of the Fact Finding Investigation,			
	(iii) endorsement to the Grievance Committee, or	None		<i>Attorney IV (Legal Unit)</i>
	(iv) Show Cause Order.			
	1.4 Finalize the memorandum.		40 Minutes	
	1.5 Record the Memorandum through DTS and release the		10 Minutes	

	recommendation on the complaint to the RD as disciplining authority.	None		<i>Regional Director (ORD)</i>
	1.6 Approve or disapprove the recommendation of the Legal Unit:	None	10 Days	<i>Legal Assistant II (Legal Unit)</i>
	1.6.1 If the RD approves the recommendation, the Secretary shall sign the attached Memorandum, either for:	None	15 Days	<i>Regional Director (ORD)</i>
	(i) dismissal of the Incident Report, (1day);	None		<i>Secretary (DSWD)</i>
	(ii) the conduct of the Fact Finding Investigation, (30days as per AO 13 S. 2011);			
	(iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or			
	(iv) Show Cause Order. (5days as per AO 13 S. 2011).			
	1.6.2. Return the recommendation to the complaint together with his approval and disapproval to the Legal Unit.		5 Days	
	1.7 Receive the approved or disapproved recommendation from the disciplining authority.	None	5 Minutes	<i>Support Staff (Office of the Secretary)</i>
	1.8 Record the memorandum through DTS.		5 Minutes	

	<p>1.8.1 Release of memorandum/ recommendation to the complainant or to the Records and Archive Management Section (RAMS) for mailing to the Complainant</p> <p>* As to the complainant a simple notice of judgment shall be drafted indicating that the same is already addressed. The penalty shall be made confidential unless the complainant is a party to the decision made. In some instances, a general notice of penalty shall be forwarded for transparency purposes; however, the whole document of investigation shall not be made available unless and until approval from the Legal Unit Head and the Head of the Agency shall be secured or a court order shall be presented.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p>	<p><i>Legal Assistant II (Legal Unit)</i></p> <p><i>Legal Assistant II (Legal Unit)</i></p> <p><i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section)</i></p>
2. Receive memorandum/ recommendation to the complaint.		None		
TOTAL		None	57 Days, 1 Hour and 20 Minutes	

*Processing Time are expressed in Working Days and exclusive of Holidays

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through Customer Satisfaction Survey and Customer Feedback Form.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction and further actions.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 223) - electronic mail (legal.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo Atty. IV, Legal Officer (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

17. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	Policy and Plans Division – Standards Section
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Classification:	Complex		
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government		
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Field Office I – Standards Section• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form	
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies.</i>		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
3. One (1) Photocopy of updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. <i>*Not applicable to Government Agencies.</i>		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public		<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/	

solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	DSWD-SB- PS-F-002: Project Proposal
5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> From intended beneficiary/recipients or its head/authorized representative
7. One (1) Original Copy of 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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6 Others	<ul style="list-style-type: none"> From the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ DSWD-SB-PS-F-007: Fund Utilization Report
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA	<ul style="list-style-type: none"> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)

allowing an individual to solicit funds under their name or responsibility.				
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)		<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence 		
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section		<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol 		
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	1. Secure or provide the client with application form and checklist of requirements.	None	5 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
2. Pay Processing Fee	2. Receive payment for the required processing fee and issue official receipt (OR)	PHP 500	10 Minutes	Administrative Officer II (Cash Section)
3. Submit/file application documents	3.a If complete and compliant, receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;	None	10 Minutes	Social Welfare Assistant/ Administrative Assistant II (Standards Section)
	3.b If incomplete or non-compliant, return application documents to person/ individual, corporation, organization or	None	10 Minutes	Social Welfare Assistant/ Administrative Assistant II (Standards Section)

	association together with the Checklist of Requirements. 3.1 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.	None	5 Minutes	<i>Social Welfare Assistant/ Administrative Assistant II (Standards Section)</i>
4. Wait for the result of the assessment	4. Review and evaluate application documents for completeness and compliance to requirement. Conduct agency visit, if necessary.	None	3 Days	<i>Social Welfare Assistant / Administrative Assistant II / Section Head/Division Chief/Regional Director (Standards Section/Policy and Plans Division/Office of the Regional Director)</i>
	4.1.a If compliant, forward application form together with the Assessment Report and Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.	None	3 Days	<i>Social Welfare Assistant / Administrative Assistant II / Section Head/Division Chief/Regional Director (Standards Section/Policy and Plans Division/Office of the Regional Director)</i>
	4.1.b If not compliant, return application documents to the person/individual, corporation, organization or association with an	None	1 Day	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>

	acknowledgement letter citing reasons for disapproval. 4.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit as needed.	None	10 Minutes	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>
5. Issuance of Permit	5. Notify the Applicant Organization on the availability of the Certificate	None	2 Hours	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>
	5.1 Issue the Certificate of Accreditation or the Denial Letter.	None	2 Hours	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>
	5.2 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds.	None	3 Hours and 55 Minutes	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>
	5.3 Request client to fill-up the Client Satisfaction Feedback form.	None	5 Minutes	<i>Social Welfare Assistant / Administrative Assistant II (Standards Section)</i>
6. Fill-up and submit completed Client Satisfaction Feedback form.	6. Receive Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>

TOTAL Complete and Compliant:	PHP 500	7 Days and 30 Minutes	
Disapproved	PHP 500	4 Days and 40 Minutes	
Incomplete Submission	PHP 500	30 Minutes	

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

18. Issuance of Official Receipt to Payor/Donor

This covers the issuance of official receipt to pay or/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance and Management Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses G2C - Government to Citizens G2G – Government to Government			
Who may avail:	- Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (2 originals)		Accounting Section		
2. Cash/check (all originals)		Payor/Donor		
3. Billing Statement (1 original)		Standards Section		
4. Notice of Award (1 photocopy)		Procurement Section		
5. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure Order of Payment.	1. Receive the required documents and review for completeness and appropriateness.	None	3 Minutes	<i>Any Staff on Duty (Accounting Section)</i>
	1.1 Prepare Order of Payment, if document/s is/are in order.	None	3 Minutes	<i>Any Staff on Duty (Accounting Section)</i>
2. Proceed to Cash Section and present Order of Payment and cash/check for the issuance of Official Receipt (OR).	2. Receive Order of Payment (OP) and cash/check from the pay or/donor.	Please see table below	6 Minutes	<i>Administrative Officer II (Cash Section)</i>
	2.1 Issue OR to acknowledge receipt of collection.	None	3 Minutes	<i>Administrative Officer II (Cash Section)</i>
TOTAL		Please see table below	15 Minutes	

PROCESSING FEE

- | | | |
|---|---|------------------------|
| 1. Registration, Licensing or Accreditation Fee | - | PHP 1,000.00 |
| 2. Reproduction Fee | - | PHP 15.00 per page |
| 3. Bid Document Fee | - | Please see table below |

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75,000

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 206) - electronic mail to hrws.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Crisanto B. Mortera

	Supervising Administrative Officer, Finance and Management Division (072) 687-8000 loc. 200
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

19. Issuance of Travel Clearance for Minors Travelling Abroad

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

Office or Division:	Statutory Programs Division – Community-Based Services Section – Minors Travelling Abroad	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Minors Traveling Alone to a Foreign Country for the First Time		
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph	
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)	
4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR of mother for illegitimate minors, Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce	PSA; Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader	
5. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent with copy of valid ID with	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)	

signature.	
6. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)	Applicant
8. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant
10. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Philippines Statistics Authority (PSA)
For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly accomplished application form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from the Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child	Applicant
6. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or	Applicant

Written Consent from parents with copy of valid ID with signature.	
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
5. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
6. Copy of Travel Companion Passport	Applicant
7. In case of deceased parent, a copy of Death Certificate on SECPA	Philippines Statistics Authority (PSA)
For Succeeding Travel of Minors Accompanied Other Than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the previous Travel Clearance issued	Applicant
3. Notarized Affidavit of Consent or Written Consent from parents with copy of valid ID with signature.	Applicant
4. Copy of Travel Companion Passport	Applicant
5. 2 original colored passport size photos of the minor (in Red/Blue/White Background taken within 6 months)	Applicant
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports	Sports Agency/Travelling Companion

Agency	
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
2. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	
<i>For Minors with alleged missing parent/s</i>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing	Local Police or Barangay of the alleged missing parent/s last known address

parent				
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address		Applicant		
Within the day transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Field Office 1.	1. Issue Service Sequence Number	None	10 Minutes	Security Guard on Duty (Outsourced Agency)
2. Submit requirements.	2. Check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply.	None	20 Minutes	Social Welfare Assistant / Social Worker I (Community-Based Services Section - CBSS)
	2.1 Interview and conduct assessment of the application.*	None	35 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)
	2.2 Recommend for the approval or disapproval of the application to the Signing Authority.	None	30 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)
3. Wait for the review and approval of the Application.	3. Approve/ Disapprove the application		20 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)
	a If disapproved: 3.1 Counsel and explain the reason for disapproval of application.	None	10 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)
	3.2 Notify DSWD Central Office with the disapproval.	None	10 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)

	b. If exempted: 3.1 Prepare Certificate of Exemption for Approval of the Regional Director.	None	30 Minutes	<i>Officer I (CBSS)</i> <i>Social Welfare Assistant / Social Welfare Officer I (CBSS)</i>
4. Wait for the preparation of clearance	4. Encode/type the details of the applicant to the Travel Clearance Certificate.	None	30 Minutes	<i>Social Welfare Assistant / Social Welfare Officer I (CBSS)</i>
5. Pay processing fee.	5. Receive payment and issue Official Receipt (OR) to the applicant.	PHP 300 - for 1 year validity; PHP 600 - for 2 years validity	20 Minutes	<i>Administrative Officer II (Cash Section)</i>
6. Wait for the preparation of clearance.	6. Forward application for approval	None	10 Minutes	<i>Social Welfare Assistant / Social Welfare Officer I (CBSS)</i>
	6.1 Sign/approve the Application or Certificate of Exemption for Exempted applicants.	None	20 Minutes	<i>Regional Director / Assistant Regional Director for Operations / Assistant Regional Director for Administration / Chief / Head (Office of the Regional Director / Office of the Assistant Regional Director for Operations and Administration / Statutory Programs Division / Community-Based Services</i>

	6.3 Release Travel Clearance Certificate to the Applicant/ Certificate of Exemption.	None	10 Minutes	Section) Social Welfare Assistant / Social Welfare Officer I (CBSS)
	6.4 Request client to fill-up Client Satisfaction Feedback form.	None	5 Minutes	 Social Welfare Assistant / Social Welfare Officer I (CBSS)
7. Fill-up and submit completed Client Satisfaction Feedback form.	7. Receive completed Client Satisfaction Feedback form.	None	5 Minutes	Social Welfare Assistant / Social Welfare Officer I (CBSS)
TOTAL		PHP 300 - for 1-year validity; PHP 600 - for 2 years validity	3 Hours and 35 Minutes	

* Social workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 215) - electronic mail (mta.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution. The resolution of all complaint consists of:

	1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

20. Licensing of Private Social Welfare and Development Agencies (SWDA's)

1) Auxiliary SWDA 2) Social Welfare Agency

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

Office or Division:	Policy and Plans Division – Standards Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	All private SWDAs intending to operate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">• DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Field Office I – Standards Section• DSWD Website: https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing	
2. One (1) Set of the following Basic Documents:			

<ul style="list-style-type: none"> • A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable • Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others • Profile of Board of Trustees • Certified True Copy of General Information Sheet issued by SEC (One (1) copy) • Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years • Work and Financial Plan for the two (2) succeeding years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <ul style="list-style-type: none"> • Basic Documents For those operating in more than one region: <ol style="list-style-type: none"> a. List of main and satellite/branch offices with contact details, if any. b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of main and Satellite Office • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

<ul style="list-style-type: none"> For Applicant SWA's implementing Child Placement, Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. Documents <i>Establishing Corporate Existence and Regulatory Compliance</i> <ul style="list-style-type: none"> a. For those operating in more than 1 region: <ul style="list-style-type: none"> a.1 Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. a.2. There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located. b. For Center-based (Residential and Non-Residential Based) <ul style="list-style-type: none"> Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit c. For applicant serving within the Ancestral Domains of Indigenous People (IP) 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider NCIP Regional Office where the NGO operates
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<ul style="list-style-type: none"> Photocopy of NGO Accreditation from National Commission on Indigenous People (NCIP) <p>d. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation 		<ul style="list-style-type: none"> DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form through the DSWD Website/Standards Section.	1. Provide client application form, and checklist of requirements.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
2. Submit/file application and supporting documents at Standards Section.	2. Receive the documentary requirements and provide the applicant organization with the Document Tracking System (DTS) for easy tracking and reference.	None	15 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
	2.1 Determine whether the submitted documents are complete.	None	15 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
	2.2.a If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the	None	15 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>

	DTS. 2.2.b If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	15 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
3. If complete, settle the required processing fee.	3. Process payment and issue Official Receipt (OR).	PHP 1,000	45 Minutes	Administrative Officer II (Cash Section)
4. Provide the Standards Section the photocopy of the OR.	4. Acknowledge the photocopy of OR from the applicant organization.	None	30 Minutes	Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
5. Wait for the result of the documents review and notice of validation assessment.	5. Review the submitted documents as to compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a	None	2 Days	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)

	<p>residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2)</p>			
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	<p>years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p> <p>5.1 Review and approve of the Acknowledgement Letter including its attachments.</p>			
		None	2 Days	Section Head/

				Chief/ Regional Director (Standards Section/Policy and Plans Division/Office of the Regional Director)
6. Confirm the availability on the proposed Validation Visit.	6. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 Hour and 30 Minutes	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)
7. Assist the Assessor during the conduct of Validation visit.	7. Conduct of Validation visit.	None	1 Day (per agreed schedule)	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)
8. Awaits the result of the licensing assessment.	8. Prepare Confirmation Report. 8.1.a If favorable, draft Confirmation Report and Draft Certificate of License to Operate. 8.1.a.1 Review and approve Confirmation Report and the Draft Certificate.	None None	5 Days	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section) Section Head/ Division Chief (Standards Section/Policy and Plans Division)

	8.1.a.2 Approve and sign Certificate of License to Operate.	None	5 Days	<i>Regional Director (Office of the Regional Director)</i>
	8.1.b If not favorable, detail the Assessors Findings and the agreed compliance date of the Action Plan.	None		<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
	8.1.b.1 Review and approval of the Confirmation Report.	None		<i>Section Head/ Division Chief (Standards Section/Policy and Plans Division)</i>
	8.2 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier).	None	1 Day	<i>Administrative Aide IV (Standards Section)</i>
	8.3.a If pick-up, request applicant to fill-up Client Satisfaction Feedback form.	None	2 Hours	<i>Administrative Aide IV (Standards Section)</i>
	8.3.b If through courier, attach the Client Satisfaction Feedback form and request to applicant to send back the completed form.	None	2 Days	<i>Administrative Aide IV (Standards Section)</i>

TOTAL

B. Processing Procedures of Applications submitted through Mail/Courier

<p>1. Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Section DSWD Field Office 1 Quezon Avenue, City of San Fernando, La Union 2500</p>	<p>1. Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.</p>	None	15 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following criteria:</p> <p>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. In case a new</p>	None	20 Minutes	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)

	<p>applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial</p>			
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	<p>capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.a If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.2.b If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>	<p>None</p> <p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p>	<p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p> <p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p>
2.If found both complete and compliant, settle the required processing fee.	2. Process payment and issue Official Receipt (OR).	PHP 1,000	15 Minutes	<i>Administrative Officer II (Cash Section)</i>

For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	Note: <i>The processes shall only take place once the applicant organization settle its payment.</i>			
3. Provide the Standards Section the photocopy of OR through the following: a. Scanned copy of the Official Receipt standards.fo1@dswd.gov.ph with the subject: Name of the Organization_Copy of OR for Licensing. b. Hand-carry the Photocopy of Official Receipt. c. Courier the Photocopy of Official Receipt Note: <i>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</i>	3. Acknowledge the copy of OR from the SWDA. 3.1 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt. 3.2 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.	None None None	10 Minutes 5 Minutes 5 Minutes	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)</i> <i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)</i> <i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)</i>
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
4. Wait for the notice of validation assessment.	4. Review and approve	None	3 Days	Section Head/ Division Chief

	Acknowledgement Letter including its attachments.			(Standards Section/Policy and Plans Division)
5. Confirm the Availability on the proposed Validation Visit.	5. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 Day	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
6. Assist the Assessor during the conduct of Validation visit.	6. Conduct of Validation visit.	None	1 Day (Depending on the preference of applicant)	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)
7. Wait for the result of the Validation visit.	7. Prepare Confirmation Report. 7.1.a If favorable, draft Confirmation Report and Draft Certificate of License to Operate. 7.1.a.1 Review and approve Confirmation Report and the Draft Certificate. 7.1.a.2 Approve and sign Certificate of	None None None	3 Days 8 Days 3 Days	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section) Section Head/ Division Chief (Standards Section/Policy and Plans Division) Regional

	License to Operate.			Director) Office of the Regional Director)
	7.1.b If not favorable, detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	7.1.b.1 Review and approval of the Confirmation Report.	None	7 Days	Section Head/ Division Chief (Standards Section/Policy and Plans Division)
	7.1.b.2 Send the Confirmation Report to the SWDA through email and via courier.	None	1 Day	Administrative Aide IV (Standards Section)
	7.2 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier).	None	7 Hours and 45 Minutes (Depending on the preference of applicant)	Administrative Aide IV (Standards Section)
	7.3.a If pick-up, request applicant to fill-up Client Satisfaction Feedback form.		15 Minutes	
	7.3.b If through courier, attach the Client Satisfaction Feedback form and request to applicant to send back the completed form.	None	15 Minutes	Administrative Aide IV (Standards Section)
		None		Administrative Aide IV (Standards Section)

8. If pick-up, accomplish and submit the completed Client Satisfaction Feedback form.	8. Receive the completed Client Satisfaction Feedback form.	None	5 Minutes	<i>Administrative Aide IV (Standards Section)</i>
TOTAL Complete and Compliant:		None	20 Days, 1 Hour and 20 Minutes	
Complete Requirements with Areas for Compliance:		None	17 Days, 1 Hour and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888

CCB: 0908-881-6565 (SMS)

21. Local In-Kind Donations Facilitation

The Field Office accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated based on the purpose provided.

To safeguard the health of the beneficiaries to maintain the dignity and quality of the items to be provided to the affected families and/or individuals, NO RECEIPT policy of the following items is strictly implemented:

- Used Clothing (as per Republic Act 4653).
- Food Stuff with expiration date below 12 months from the date of acceptance.

Office or Division		Disaster Risk Management Division – Regional Resource Operations Section		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Donations Facilitation Office.	1. Lead the Donors to the designated office.	None	1 Minute	<i>Social Welfare Officer II / Administrative Aide VI (Regional Resource Operations Section - RROS)</i>
2. Present the donations to the assisting officer, witness the inspection and wait until inspection is done.	2. Conduct inspection to items donated to determine whether to accept or reject.	None	30 Minutes – 1 Hour (Depending on the volume of the donated items)	<i>Social Welfare Officer II / Administrative Aide VI (RROS)</i>
3. Provide details of donations: a. Name of Donor/ Organization b. Contact Details	3. Interview the donor and record items donated.	None	10 Minutes	<i>Social Welfare Officer II / Administrative Aide VI (RROS)</i>

c. What to donate?				
4. Wait for the Acknowledgement Receipt to be provided as proof of receipt of donations.	4. Fill-up the Acknowledgment Receipt for Donations Received (ARDR) to be prepared by the Donor and Head of the Recipient.	None	15 Minutes	<i>Social Welfare Officer II / Administrative Aide VI (RROS)</i>
	TOTAL	None	1 Hour and Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 208) - electronic mail (drms.fo1@dswd.gov.ph; rros.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093

	PCC: 8888
	CCB: 0908-881-6565 (SMS)

22. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Field Office. Request 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division – Policy Development and Planning Section
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government
Who may avail:	External researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Field Office.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting party		
2. Contact number and Email Address of the researcher		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1. Receive letter of request, check the needed information such as contact number and email address of the researcher and endorse to the Office of the Regional Director.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Endorse the request and forward to the Policy and Plans Division (PPD).	None	4 Hours	<i>Regional Director (Office of the Regional Director – ORD)</i>
	1.2 Receive the request and endorse to the Policy Development and Planning Section (PDPS).	None	10 Minutes	<i>Administrative Aide IV (Policy and Plans Division)</i>
	1.3 Review request and provide instruction to the Research Focal Person.	None	10 Minutes	<i>Head (Policy Development and Planning Section - PDPS)</i>
	a. For Special Project Focused request:			
	1.3.1 Forward to concerned technical staff.	None	10 Minutes	<i>Planning Officer I (PDPS)</i>
	1.3.2 Assess the request as to requirement and provide needed data/information. However, if the data/information is not available,	None	3 Days	<i>Technical Staff/Focal Person (Special Projects)</i>

	<p>the researcher shall be informed and recommended for other sources of data.</p> <p>1.3.3 Forward report of the data requested to Research Focal Person.</p>	None	10 Minutes	<i>Technical Staff/Focal Person (Special Projects)</i>
	<p>b. For Non-Special Project Focused request:</p> <p>1.3.1 Assess the request as to requirement and provide needed data/information. However, if the data/information is not available, the researcher shall be informed and recommended for other sources of data.</p>	None	2 Days	<i>Planning Officer I (PDPS)</i>
	<p>1.4 Prepare letter/notice for the grant of request and recommend the report of data/information requested for approval of the Regional Director.</p>	None	15 Minutes	<i>Planning Officer I (PDPS)</i>
	<p>1.5 Approve and sign the letter and report.</p>		15 Minutes	<i>Regional Director (ORD)</i>
	<p>1.6 Email the signed and approved letter and report to the requesting party, together with the Client Satisfaction</p>	None	5 Minutes	<i>Planning Officer I (PDPS)</i>

	Feedback form.	None		
2. Fill-up and send the completed Client Satisfaction Feedback form.	2. Acknowledge receipt of the completed Client Satisfaction Feedback form.	None	10 Minutes	<i>Planning Officer I (PDPS)</i>
TOTAL Special Project Focused Request:		None	5 Days, 5 Hours and 35 Minutes	
Non- Special Project Focused Request:		None	2 Days, 5 Hours and 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - electronic mail (planning.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888

CCB: 0908-881-6565 (SMS)

23. Provision of Data, Information and ST Materials

The Social Technology Section (STS) provides data, information and materials that the Social Technology Bureau has developed and/ or generated, i.e. based on the result of the pilot implementation of ST projects or completed social technologies. Data and materials may include reports, dis-aggregated data for identified sector, status of social technologies, copies of manuals, IEC materials, researches, project portfolio and other ST-produced knowledge products.

Office or Division:	Policy and Plans Division – Social Technology Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government			
Who may avail:	Local Government Units (LGU's), Civil Society Organizations (CSO's) and other National Government Agencies (NGA's)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request, Template of Data Requirements		From the requesting LGU's, CSO's or NGA's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write an official request to STS requesting for data, information and/ or materials	1. Record in the DTS and forward the document to the Office of the Regional Director.	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Assess the requested data, information or materials if it is within the scope of the Field Office and if these are allowed to be shared based on the Data Privacy Act (DPA), or if there are existing data/ information/	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>

	<p>material being requested. Identify the concerned division/section/unit staff who will take action on the request.</p> <p>1.2 Update document remarks in the DTS and forward the document to the concerned division.</p> <p>1.3 Review the document, assign staff who will act on the request and provide instruction/s. Forward the document to the administrative staff for recording to DTS.</p> <p>1.4 Update document remarks in the DTS and give the document to the assigned technical staff.</p> <p>1.5 Review the request for data/information/ materials and get materials. Prepare the documents and the official reply to the requesting office. Ensure that data/information being shared are compliant to the Data Privacy Act (DPA). Forward the document to the administrative staff.</p> <p>1.6 Record the</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>1 Day</p> <p>30 Minutes</p> <p>5 Days</p> <p>30 Minutes</p>	<p><i>Administrative Aide IV (ORD)</i></p> <p><i>Chief (Concerned Division)</i></p> <p><i>Clerk (Concerned Division)</i></p> <p><i>Technical Staff (Concerned Division)</i></p> <p><i>Clerk</i></p>
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	document in the DTS and forward the document to the Division Chief for review/signature.	None		(Concerned Division)
	1.7 Review and approve the official reply and its attachments. Forward the documents to the administrative staff.	None	1 Day	Chief (Concerned Division)
	1.8 Update document remarks in the DTS and forward it to the RD for review/signature.		30 Minutes	Clerk (Concerned Division)
	1.9 Review and sign the document prepared by the technical staff.	None	1 Day	Regional Director (ORD)
	1.10 Update document remarks in the DTS and send reply to the requesting office, either via email or courier, together with the Client Satisfaction Feedback form.	None	30 Minutes	Social Welfare Assistant (Social Technology Section - STS)
2. Receive the reply from STS, provide confirmation of receipt and forward the completed Client Satisfaction Feedback form.	2. Acknowledge receipt of the completed Client Satisfaction Feedback form.	None	5 Minutes	Social Welfare Assistant (STS)
TOTAL		None	9 Days, 3 Hours and 5 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are	Consolidate and analyze monthly to know the data/statistics on

processed?	satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 223) - electronic mail (soctech.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution consists of: 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

24. Provision of Goods for Feeding

The Supplementary Program is responsible for all the allocation of goods for 120 days feeding to children enrolled in Child Development Centers.

Office or Division:	Statutory Programs Division – Community-based Services Section – Supplementary Feeding Program	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government	
Who may avail:	Children enrolled in Child Development Centers (CDC)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Project Proposal approved by the Local Chief Executive (LCE)		Requesting Party

2. Complete Masterlist of Beneficiaries		Requesting Party		
3. Original signed Memorandum of Agreement		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send through courier the complete requirements.	1. Receive, log and review completeness of documents.	None	15 Minutes	<i>Administrative Assistant II (Supplementary Feeding Program - SFP)</i>
	1.1 Prepare mother project proposal	None	1 Day	<i>Nutritionist-Dietician III (SFP)</i>
	1.2 Prepare and facilitate MOA, prepare specifications of goods per Local Government Unit (LGU)/CDC	None	7 Days	<i>Administrative Assistant II, Nutritionist Dietician I/II/III, Project Development Officer I (SFP)</i>
	1.3 Review and affix signatures.	None	2 Days	<i>Head (Community-based Services Section), Chief (Statutory Programs Division)</i>
	1.4 Certify availability of funds.	None	1 Day	<i>Supervising Administrative Officer (Finance and Management Division - FMD)</i>
	1.5 Review completeness of signatories and no pending reports.	None	1 Day	<i>Administrative Officer II Mainstreamed in Accounting Section (SFP)</i>
	1.6 Approve project proposal and MOA.	None	1 Day	<i>Regional Director (Office of the Regional Director)</i>
a. For Small Value		None		

	Procurement: 1.7 Float Request for Quotations (RFQs)		2 Months	<i>Administrative Assistant II Mainstreamed in Procurement Section (SFP)</i>
	b. For above 1 million: 1.7 Prepare Bid Documents and PHILGEPS Posting.	None	2 Months	<i>Administrative Officer II (Procurement Section - PS)</i>
	1.8 Conduct Bid Conference, Bid Opening, Purchase Request (PR) and bid evaluation, awarding of winner (Notice of award, Notice to proceed).	None	1 Month	<i>Administrative Officer II/IV, Nutritionist-Dietician III, Members (PS, SFP, Bids and Awards Committee and Technical Working Group)</i>
	1.9 Notice of Award, Contract signing, and Notice to Proceed.	None	15 Days	<i>Administrative Officer II, Administrative Assistant II Mainstreamed in Procurement Section (PS, SFP)</i>
	1.10 Delivery of Goods; Submit Delivery Receipt and Charge Invoice.		1 Hour	<i>Suppliers</i>
	1.11 Process obligation.	None	1 Hour	<i>Supervising Administrative Officer (FMD)</i>
	1.12 Inspect and accept goods.	None	1 Day	<i>Inspection Team Members (SFP, Property and Supplies Management Section - PSMS)</i>
	1.13 Prepare	None	2 Days	<i>Administrative Aide IV (PSMS)</i>

	inspection and acceptance report (IAR).	None		
2. Receive goods	2. Process payment to suppliers.	None	1 Day	Administrative Aide III (Accounting Section)
3. Implement feeding program.	3. Release payment to supplier.	None	1 Day	Any Staff on Duty (Cash Section)
	3.1 Receive payment and issue official receipt.	None	1 Day	Suppliers
TOTAL		None	98 Days, 2 Hours and 15 Minutes	

* Provision of Goods for Feeding is covered by Memorandum Circular 10 Series of 2016 and Administrative Order No. 3 Series of 2017

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze quarterly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 219) - electronic mail to sfp.dswdfo1@gmail.com - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

25. Public Request for Assistance and/or Information through Electronic Mail

This refers to citizen's request for assistance or information through the official email address: fo1@dswd.gov.ph.

Office or Division:	Administrative Division – Records and Archives Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to send email to fo1@dswd.gov.ph	1. Receive the request.	None	5 Minutes	<i>Administrative Officer III (Records and Archives Management Section - RAMS)</i>
	1.1 Refer through email to concerned Division, copy furnished the Regional Executive Assistant.	None	10 Minutes	<i>Administrative Officer III (RAMS)</i>
	1.2 Receive and acknowledge mail.	None	5 Minutes	<i>Clerk</i>

	1.3 Process the request. a. For simple and complex request for information or inquiry: Reply to the email of the client and	None	20 Minutes	(Concerned Division) Staff (Concerned Division)
	b. For highly technical inquiry: (needs multiple offices/ agencies' actions) Refer through email to concerned Government Agencies and Local Government Units (LGU's).	None	30 Minutes	Staff (Concerned Division)
	1.4 Email the response of Government Agencies or LGU's to the client together with the Feedback Form.	None	1 Hour	Staff (Concerned Division)
TOTAL		None	2 Hours and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 224) - electronic mail to rams.fo1@dswd.gov.ph ; records.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo

	- Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Jr. CAO, Administrative Division (072) 687-8000 loc. 207
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

26. 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. It also enhances the awareness, skills, and capabilities of the clients, the families and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division:	Statutory Programs Division – Community-based Services Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	<ol style="list-style-type: none"> 1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with incidence of human trafficking 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Case Management		

1. Travel Documents/Passport	DSWD Field Offices/Applicant
2. Valid ID	Applicant
3. Social Case Study Report	DSWD Field Offices
4. Referral Letter	Attaché Offices/Agencies
Medical Assistance	
1. Clinical Abstract/ Medical Certificate with signature and license number of the attending physician (issued within three months)	Hospital's Records Section or Attending Physician
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures)	Hospital/Attending Physician
3. Barangay Certificate of Indigency and Valid ID for the client	Barangay where the client is presently residing
Educational Assistance	
1. School registration and/ or certificate of enrolment	School
2. Statement of Account for tertiary education	School
3. Valid school ID and Valid ID of the parent/ guardian	Applicant
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school)	School
2. Valid school ID/Enrollment Form	Applicant
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired	Company where the applicant will work
2. Valid ID	Applicant
Financial Assistance for Livelihood	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment	DSWD Field Office
2. Project Proposal/Mungkahing Proyekto Form. They may write	Applicant

using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal				
3. Valid ID	Applicant			
4. Social Case Study Report	DSWD Field Office			
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
1. Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psycho-social counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.	DSWD Field Office			
Provision of Temporary Shelter				
1. Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody	DSWD Field Office			
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID	Applicant			
2. Social Case Study Report	DSWD Field Office			
3. Official Receipt for the Client's Board and Lodging	Board and Lodging			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim-survivors of trafficking may visit the DSWD Field Office.	1. Assess clients need.	None	2-3 Hours	Social Welfare Officer II (Recovery and Reintegration Program for Trafficked Persons – RRPTP)
	1.1 Prepare Case Study Report.	None	10 Days	Social Welfare Officer II (RRPTP)
	1.2 Provide the following assistance based on the assessments: CASH a. Medical		1 Month	Social Welfare Officer II

	Assistance b. Educational Assistance c. Assistance for Employment d. Support for victim-survivor/ Witness and transportation Assistance e. Financial Assistance for Livelihood NON-CASH a. Psychosocial counseling b. Skills Training c. Financial d. Provision of temporary shelter	None None	6 Months	(RRPTP) Social Welfare Officer II (RRPTP)
2. Submit Documentary Requirement for the services/s avail	2. Screen submitted documents 2.1 Process the assistance being sought; a. Prepare Voucher (if financial related) b. Prepare referral letter (if needs other program assistance). 2.2 Recommend provision of assistance for approval of the Regional Director.	None None None	1 Hour 1 Day 2 Days	Social Welfare Officer II (RRPTP) Social Welfare Officer II (RRPTP) Head, Chief, Assistant Regional Director for Operations (Community-based Services Section, Statutory Programs Division, Office of the Assistant Regional Director for Operations)

	2.3 Approve the provision of assistance to the victim-survivors of trafficking.	None	3 Days	<i>Regional Director (Office of the Regional Director)</i>
	2.4 Prepare and release assistance to client (Cash or Non-Cash)	None	2 Days	<i>Any Staff on Duty (Cash Section)</i>
TOTAL		None	6 Months, 18 Days and 3 Hours	

* Recovery and Reintegration program for Trafficked Persons (RRTP) is covered by Memorandum Circular 20 Series of 2015

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze quarterly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 212) - electronic mail to rrtp.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of	ARTA: complaints@arta.gov.ph

CCB, PCC, ARTA	8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)
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27. Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Policy and Plans Division – Standards Section
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities that operates only in one region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office – Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Field Office I – Standards Section https://www.dswd.gov.ph/downloads-2/ Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Copy of the following: <ul style="list-style-type: none"> Handbook or Manual Operations of its programs policies and procedures to attain its purposes Brochure Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form through the DSWD website/Field Office Standards Section	1. Provide client application form and checklist of requirements.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and provide the applicant organization with a Document Tracking System (DTS) number of the application for easy tracking and reference.	None	5 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
	2.1 Determine whether the submitted documents are complete.	None	10 Minutes	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
	a. If complete: 2.1.1 Provide the organization an acknowledgment receipt and log the receipt of application documents into the DTS for Standards Section.	None	10 Minutes	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i>
	b. If incomplete: 2.1.1 Return all documents submitted accompanied by a checklist of requirements for applicant	None	10 Minutes	<i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant</i>

	Organization's compliance and request client to fill up the Client Satisfaction Feedback Form.			(Standards Section)
a. If complete: 3. Pay processing fee.	a. If complete: 3. Process payment and issue Official Receipt (OR).	PHP 1,000	10 Minutes	Administrative Officer II (Cash Section)
b. If incomplete: 3. Submit the completed Client Satisfaction Feedback Form.	b. If incomplete: 3. Receive the completed Client Satisfaction Feedback Form.	None	5 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
4. Provide Standards Section a photocopy of the OR.	4. Acknowledge the copy of the Official Receipt from the applicant Organization and request client to fill up the Client Satisfaction Feedback Form.	None	10 Minutes	Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Administrative Aide IV (Standards Section)
5. Accomplish and submit the Client Satisfaction Feedback Form.	5. Receive the completed Client Satisfaction Feedback Form.	None	5 Minutes	Administrative Assistant II / Administrative Aide IV (Standards Section)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
6. Wait for the result of assessment.	6. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in	None	1 Day	Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)

	<p>Social Welfare and Development Activities.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70% of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p>			
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	<p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>6.1 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p> <p>6.2 Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.</p> <p>6.3 Approve and sign Registration Certificate.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>2 Days</p> <p>2 Days</p>	<p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant (Standards Section)</i></p> <p><i>Project Development Officer I/III or Social Worker I or Social Welfare Assistant or Section Head or Division Chief (Standards Section or Policy and Plans Division)</i></p> <p><i>Regional Director (Office of the Regional Director)</i></p>
7. Receive the Certificate and Confirmation Letter.	7. Send the Confirmation Report and notify	None	1 Day (Depending on the preference	<i>Administrative Aide IV (Standards</i>

	the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)		of the applicant)	Section)
TOTAL For complete and compliant:		PHP 1,000	7 Days and 50 Minutes	
For incomplete Submission		None	30 Minutes	
B. Processing of Procedures of Applications submitted at Standards Section through Mail/Courier:				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Section DSWD Field Office 1 Quezon Avenue, City of San Fernando, La Union 2500	1. Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	10 Minutes	<i>Administrative Assistant II / Administrative Aide IV (Standards Section)</i>
2. Wait for the result of assessment.	2. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>

	<p>supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70% of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</i></p> <p>If found</p>			
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	<p>incomplete or non-compliant: 2.1 Draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Regional Director and shall be sent to the applicant agency together with all the documents submitted.</p> <p>If found both complete and compliant: 2.1 Notify the Applicant Organization that they have to settle their processing fee. 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 Sections the copy.</p> <p>The Support Staff shall instruct applicant to proceed to Field Office Cashier Section to settle processing fee.</p>	None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
		None	1 Day	<i>Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section)</i>
3. Settle the required processing fee. For those operating in more than one region,	3. Process the payment and issue Official Receipt (OR).	PHP 1,000	10 Minutes	<i>Administrative Officer II (Cash Section)</i>

the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.				
4. Provide Standards Section a photocopy of the OR through the following: <ul style="list-style-type: none"> Scanned copy of the OR at standards.fo1@dswd.gov.ph with the subject: Name of the Organization_Copy of OR for Registration. Hand-carry the Photocopy of OR Mail/Courier the photocopy of OR 	4. Acknowledge the copy of Official Receipt from the Organization. 4.a For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged its receipt. 4.b For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt. 4.1 Provide and request the client to fill up the Client Satisfaction Feedback Form.	None None None None	10 Minutes 5 Minutes 5 Minutes 5 Minutes	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section) Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section) Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant (Standards Section) Administrative Aide IV (Standards Section)
5. Accomplish and send the completed Client Satisfaction Feedback Form.	5. Receive and acknowledge receipt of Client Satisfaction	None	5 Minutes	Administrative Aide IV (Standards

	Feedback Form.			Section)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
6. Wait on the result of assessment.	6. Review and approve the Confirmation Report; endorse the Registration Certificate for approval.	None	2 Days	Project Development Officer I/III or Social Welfare Officer I or Social Welfare Assistant or Section Head or Division Chief (Standards Section/Policy and Plans Division)
	6.1 Approve and sign Registration Certificate.	None	2 Days	Regional Director (Office of the Regional Director)
7. Receive the Certificate and confirmation letter.	7. Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier).	None	1 Day (Depending on the choice of the applicant)	Administrative Aide IV (Standards Section)
TOTAL				
For complete and Compliant:		PHP 1,000	7 Days and 45 Minutes	
For incomplete submission:		None	2 Days and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.

How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 205) - electronic mail (standards.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

28. Releasing of Check as Financial Assistance to Individuals/ Families in Crisis Situation Through Disbursing Officer

This covers the releasing of check as cash Assistance to Individuals/Families in Crisis Situation (AICS) through Guarantee Letters.

Office or Division:	Finance and Management Division – Cash Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the

	assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels; 8. Killed-in-Action/Wounded-in-Action (KIA/WIA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processed and approved Disbursement Voucher (DV) and Obligation Request and Status (ORS) by the Regional Director (RD)/Assistant Regional Director for Operations (ARDO) and Assistant Regional Director for Administration (ARDA)		Crisis Intervention Section (CIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes: - Evaluation of Documentary Requirements and Processing of Assistance are done directly at the CIS under a separate Citizen's Charter. - Does not include queuing time. - Evaluation period may vary depending on the client's concern and document/s.				
1. Proceed to Cash Section and submit approved DV and ORS. * Make sure to ready 1 original valid ID presented during the payment.	1. Check presented documents for completeness, prepare check and issue to the client.	None	5 Minutes	Any Staff on Duty (Cash Section)
2. Sign Acknowledgement Receipt portion of the DV.	2. Release check.	None	3 Minutes	Administrative Officer III/V (Cash Section)
3. Receive check. * Make sure to check data entries before leaving the counter.		None	1 Minute	
TOTAL		None	9 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly and conduct root cause analysis, and identify plans and actions that must recommend for execution.

How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 206) - electronic mail to hrws.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution. The resolution of all complaint consists of: 6. Submission/Receipt of a complaint 7. Recording of complaint 8. Data Gathering and Investigation 9. Resolution 10. Final Feedback
Contact Information	Mr. Crisanto B. Mortera Supervising Administrative Officer, Finance and Management Division (072) 687-8000 loc. 200
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

29. Releasing of Payment Thru Check/LDDAP-ADA to Creditors/ Suppliers

This covers the releasing of payment thru check and/or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

Office or Division:	Finance and Management Division – Cash Section
Classification:	Simple
Type of Transaction:	G2B – Government to Businesses G2C - Government to Citizens G2G – Government to Government
Who may avail:	All creditors/suppliers and service providers with money claims
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Principal	
1. Any valid ID of the	Claimant/Payee

claimant/payee (1 original)				
Representative				
For individual claims:				
1. Notarized Special Power of Attorney (1 original)	Person being represented			
2. Any valid ID of the person being represented (1 original and 1 photocopy)	Person being represented			
For supplier/service provider claims:				
1. Official Receipt (for services)/Collection/Acknowledgement Receipt (for goods with Sales/Charge Invoice attached to the disbursement voucher) (1 original)	Bureau of Internal Revenue			
2. Authority to Collect from Head of Office or his/her authorized representative (1 original)	Head of Office of the Company being represented			
3. Company ID of the person who signed the Authority to Collect with signature appearing on the ID (1 photocopy)	Company being represented			
4. Company ID of the collector (1 original and 1 photocopy)	Company being represented			
5. Endorsement letter for service providers under AICS (1 original)	DSWD Crisis Intervention Section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Section and present required documents * Before going to DSWD, the creditor/supplier may inquire/confirm payment through phone.	1. Receive the required documents and review for completeness and appropriateness. 1.1 Retrieve 3 rd copy of Disbursement Voucher (DV) and Warrant Registry Book.	None	5 Minutes	Administrative Officer III/V (Cash Section)
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt.	2. Assist the client to sign in the Box E of the original/duplicate copy of DV and Warrant Registry Book. 2.1 Provide 3 rd copy of DV and	None	5 Minutes	Administrative Officer III/V (Cash Section)

	Certificate of Tax Withheld (BIR Form 2307), if applicable Release the check (if applicable).			
TOTAL		None	10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 206) - electronic mail to hrws.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Mr. Crisanto B. Mortera Supervising Administrative Officer, Finance and Management Division (072) 687-8000 loc. 200</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

30. Rendering Health Care Services

This covers the provision of health services to DSWD personnel to ensure their health and well-being towards a greater employee productivity and overall organizational effectiveness that is also extended to walk-in clients with health concerns.

Office or Division:	Human Resource Management and Development Division – Human Resource Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	DSWD personnel dependents, walk-in clients from community, referrals from Crisis Intervention Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Service Form		Human Resource Welfare Section Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit clinic.	1. Greet the patient and require to sign in the Medical Logbook and accomplish the Health Service Form.	None	1 Minute	<i>Administrative Aide IV (Human Resource Welfare Section – HRWS)</i>
2. Sign in the Medical Logbook and accomplish the Health Service Form.	2. Ask the patient about the concern.	None	3 Minutes	<i>Administrative Aide IV (HRWS)</i>
	2.1 Endorse the patient to the nurse and/or physician for appropriate intervention.	None	2 Minutes	<i>Administrative Aide IV (HRWS)</i>
	2.2 Render health service.	None	25 Minutes	<i>Nurse I / Medical Officer III (HRWS)</i>
	2.3 Ask the patient to answer the client satisfaction survey form.	None	5 Minutes	<i>Nurse I (HRWS)</i>
3. Answer the client satisfaction survey.	3. Receive the completed client satisfaction survey.	None	5 Minutes	<i>Nurse I (HRWS)</i>
TOTAL		None	41 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly and conduct root cause analysis, and identify plans and actions that must recommend for execution.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 217) - electronic mail to hrws.fo1@dswd.gov.ph - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 6. Submission/Receipt of a complaint 7. Recording of complaint 8. Data Gathering and Investigation 9. Resolution 10. Final Feedback
Contact Information	<p>Ms. Anniely J. Ferrer Concurrent Chief, Human Resource Management and Development Division (072) 687-8000 loc. 216</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

31. Rendering Legal Advice to External Phone-In Clients

This process covers addressing requests for legal advice involving the Department, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Department from external clients of the Department via phone call.

Office or Division:	Office of the Regional Director – Legal Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens

	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Legal Unit for advice.	1. Answer phone call.	None	1 Minute	<i>Legal Assistant (LA)</i>
	1.1 Ask the client about the concern.	None	2 Minutes	<i>Legal Assistant (LA)</i>
	1.1.1 Assess the nature of the concern involves the Department's formal mandate or its exercise of official powers and functions.	None	5 Minutes	<i>Legal Assistant (LA)</i>
	1.1.2 Endorse the client to the Lawyer to answer the concern.	None	2 Minutes	<i>Legal Assistant (LA)</i>
2. Receive the legal advice or assistance.	2. Lawyer render legal advice.	None	1 Hour	<i>Attorney IV (Legal Unit)</i>
3. Answer the customer satisfaction survey and customer feedback form and send back to the Legal Unit. (If the customer provided an email address.)	3. Receive the customer satisfaction survey and customer feedback form from the customer.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	3.1 Record in the legal case portal for monitoring.	None	5 Minutes	<i>Attorney IV/Legal Assistant (Legal Unit)</i>
TOTAL		None	1 Hour and 20 Minutes	

*Processing Time are expressed in Working Days and exclusive of Holidays

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through Customer Satisfaction Survey and Customer

	Feedback Form.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction and further actions.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 223) - electronic mail (legal.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo Atty. IV, Legal Officer (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

32. Rendering Legal Advice to Walk-in Clients

This process covers addressing requests for legal advice involving the Department, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Field Office.

Office or Division:	Office of the Regional Director – Legal Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2B – Government to Business

Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Walk-in requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally visit the Legal Unit.	1. Greet the client.	None	1 Minute	<i>Legal Assistant II (Legal Unit)</i>
2. Sign in the log book of visitors.	2. Require the client to sign in the log book of visitors.	None	1 Minute	<i>Legal Assistant II (Legal Unit)</i>
	2.1 Ask the client about the concern. 2.1.1 Assess the nature of the concern involves the Department's formal mandate or its exercise of official powers and functions.	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	2.1.2 Endorse the client to the Lawyer for legal advice.	None	2 Minutes	<i>Legal Assistant II (Legal Unit)</i>
3. Receive the legal advice.	3. Lawyer render legal advice.	None	1 Hour	<i>Attorney IV (Legal Unit)</i>
4. Answer the customer satisfaction survey and customer feedback form.	4. Retrieve the filled-out customer satisfaction survey and customer feedback form.	None	5 Minutes	<i>Legal Assistant II (Legal Unit)</i>
	4.1 Record in the legal case portal for monitoring.	None	5 Minutes	<i>Attorney IV / Lawyer Assistant II (Legal Unit)</i>
TOTAL		None	1 Hour and 16 Minutes	

*Processing Time are expressed in Working Days and exclusive of Holidays

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through Customer Satisfaction Survey and Customer Feedback Form.
How feedbacks are	Consolidate monthly to know the data/statistics on

processed?	satisfaction and further actions.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 223) - electronic mail (legal.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to the Office of the Regional Director for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Atty. Glaiza Bernadeth P. Tadeo Atty. IV, Legal Officer (072) 687-8000 loc. 223</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

33. Replication of Completed Social Technologies

The Social Technology Section (STS) conducts promotional activities targeting Local Government Units and other intermediaries to replicate the completed social technologies of the DSWD. Intermediaries who express interest to replicate social technologies may request for technical assistance through trainings, deepening sessions, site visits and other related activities directly to the Social Technology Bureau/STS.

Office or Division:	Policy and Plans Division – Social Technology Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Local Government Units, Non-Government Organizations,

People's Organizations and other				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify Expression of Interest (EOI) to replicate completed Social Technologies during the conduct of promotional activities.	1. Include in the existing database system	None	1-5 Days	<i>Social Welfare Assistant (Social Technology Section - STS)</i>
	1.1 Prepare TA plan for LGUs that expressed interest to replicate completed Social Technologies	None	1-30 Days	<i>Social Welfare Officer II (STS)</i>
	1.2 Prepare letter to the LGU informing the Local Chief Executive (LCE) about the EOI.	None	1 Day	<i>Social Welfare Officer II (STS)</i>
	1.3 Record the document in the Document Tracking System (DTS) and forward the document to Policy and Plans Division (PPD) Administrative Staff.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.4 Review and approve the letter and forward document to administrative staff	None	1 Day	<i>Chief (Policy and Plans Division - PPD)</i>
	1.5 Update document remarks in the DTS and forward it to the RD for review/signature	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.6 Review and sign document prepared by the	None	1 Day	<i>Regional Director (Office of the Regional Director – (ORD)</i>

	<p>technical staff.</p> <p>1.7 Update document remarks in the DTS and forward the document to PPD Administrative Staff.</p> <p>1.8 Update document remarks in the DTS and forward the document to STS.</p> <p>1.9 Update document remarks in the DTS and forward the document to Records and Archives Management Section (RAMS).</p> <p>1.10 Update document remarks in the DTS and send document to the LGU.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>3 Hours, 5 Minutes</p>	<p><i>Administrative Aide IV (ORD)</i></p> <p><i>Administrative Aide IV (PPD)</i></p> <p><i>Social Welfare Assistant (STS)</i></p> <p><i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i></p>
2. Submit Resolution passed by the Council and MOA signed by the LSWDO and the LCE	<p>2. Encode in the DTS receipt of Resolution and MOA.</p> <p>2.1 Receive the documents and provide instruction to the PPD Chief.</p> <p>2.2 Update document remarks in the DTS and endorse the document to PPD Administrative Staff.</p> <p>2.3 Receive the documents and</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>1 Day</p> <p>30 Minutes</p> <p>30 Minutes</p>	<p><i>Administrative Aide IV/VI – AAide IV/VI (RAMS)</i></p> <p><i>Regional Director (ORD)</i></p> <p><i>Administrative Aide IV (ORD)</i></p> <p><i>Administrative Aide IV (PPD)</i></p>

	endorse the same to PPD Chief.			
	2.4 Provides further instructions to technical staff and forward document to Administrative Staff	None	1 Day	Chief (PPD)
	2.5 Update document remarks in the DTS and endorse the document to STS.	None	30 Minutes	Administrative Aide IV (PPD)
	2.6 Receive the documents and endorse the same to the Technical Staff.	None	30 Minutes	Social Welfare Assistant (STS)
	2.7 Prepare confirmation of receipt and endorse the same to SWA	None	1 Day	Social Welfare Officer II (STS)
	2.8 Record the document in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	Social Welfare Assistant (STS)
	2.9 Review and approve the letter and forward document to Administrative Staff	None	1 Day	Chief (PPD)
	2.10 Update document remarks in the DTS and forward it to the RD for review/signature	None	30 Minutes	Administrative Aide IV (PPD)
	2.11 Review and sign document prepared by the technical staff.	None	1 Day	Regional Director (ORD)
		None	30 Minutes	Administrative

	2.12 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	Aide IV (ORD)
	2.13 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	Administrative Aide IV (PPD)
	2.14 Update document remarks in the DTS and forward the document to RAMS.	None	3 Hours, 5 Minutes	Social Welfare Assistant (STS)
	2.15 Update document remarks in the DTS and send document to the LGU.	None	30 Minutes	Administrative Aide IV/VI – AAide IV/VI (RAMS)
	2.16 Sign MOA	None	30 Minutes	Social Welfare Officer II (STS)
	2.17 Update document remarks in the DTS, and endorse the document to ORD Administrative Staff	None	30 Minutes	Social Welfare Assistant (STS)
	2.18 Endorse the document to the RD for signature	None	30 Minutes	Administrative Aide IV (ORD)
	2.19 Sign MOA and endorse the document to Administrative Staff	None	1 Day	Regional Director (ORD)
	2.20 Update document remarks in the DTS and endorse to STS.	None	30 Minutes	Administrative Aide IV (ORD)
	2.21 Have MOA	None	1 Day	Social Welfare Assistant (STS)
			(Depending on	

	notarized. 2.22 Provide initial technical session and hand copy of MOA.	None None	the availability of the LGU)	<i>Social Welfare Officer II (STS)</i>
3. Request for Technical Assistance and Resource Augmentation.	3. Provision of Technical Assistance. 3.1 Submit request for downloading of start-up fund.	None None	1-3 Days (Depending on the request/ duration of the activity) 20 Days	<i>Social Welfare Officer II (STS)</i> <i>Social Welfare Officer II (STS)</i>
TOTAL		None	69 Days, 7 Hours and 40 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 223) - electronic mail (soctech.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution consists of: 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

34. Request for Cash for Work under the Risk Resilience Program on Climate Change Adaptation and Mitigation and Disaster Risk Reduction (RRP-CCAM-DRR)

The project reach shall focus in 18 major river basins, 10 principal river basins, 4 major urban centers, 822 coastal municipalities, 22 vulnerable provinces as identified and recommended by DENR and other areas that are economically vulnerable and are historically susceptible to disaster hazards as assessed and identified by the DSWD FO and LSWDO. Request for Cash for Work shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response and Rehabilitation Section (DRRS).

Office or Division:	Disaster Response Management Division - Disaster Response and Rehabilitation Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government			
Who may avail:	Poor families as identified under the DSWD Listahanan; Poor families excluded from the DSWD Listahanan as assessed by the LSWDO; Indigenous People (IP); and Families with vulnerable members such as Persons with Disabilities (PWDs), Senior Citizens, Solo Parents, etc. who are living beside river basins, coastal municipalities, vulnerable provinces identified and recommended by DENR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Requirement				
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
Beneficiary Requirement				
1. Daily Time Record		LGU		
2. Accomplishment Report		LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal, Masterlist and Program of Works	1. Receive Project Proposal from end user.	None	1 Minute	Administrative Aide IV/ Administrative

				Assistant III (Disaster Response Management Division - DRMD)
	1.1 Record Project Proposal to incoming communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.2 Update the data tracking system.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.3 Endorse Proposal to outgoing communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.4 Receive and record proposal to incoming communication logbook.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.5 Endorse proposal to Climate Change Adaptation and Mitigation (CCAM) Focal Person.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.6 Review Project Proposal.	None	1 Hour	Project Development Officer II – CCAM Focal Person (Disaster Response and Rehabilitation Section - DRRS)
	1.7.a If details are not complete, inform the end user for the completion	None	5 Minutes	Project Development Officer II – CCAM Focal

	of details.			<i>Person (DRRS)</i>
	1.7.b If details are complete, recommend for approval of Division Chief/Regional Director.	None	5 Minutes	<i>Project Development Officer II – CCAM Focal Person (DRRS)</i>
	1.8 Conduct validation on proposed projects.	None	3 Days	<i>Project Development Officer I/II (DRRS)</i>
	1.9 Recommend for approval.	None	2 Hours	<i>Head (DRRS)</i>
	1.10 Update the data tracking system.	None	5 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.11 Endorse project proposal to outgoing communication logbook.	None	3 Minutes	<i>Administrative Aide VI (DRRS)</i>
	1.12 Receive and endorse project proposal.	None	3 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.13 Review and recommend proposal.	None	2 Hours	<i>Chief (DRMD)</i>
	1.14 Update data tracking system.	None	5 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.15 Forward documents to outgoing communication logbook.	None	5 Minutes	<i>Administrative Aide IV/ Administrative Assistant III (DRMD)</i>
	1.16 Certify of availability allotment.	None	5 Minutes	<i>Administrative Officer V (Budget</i>

	1.17 Receive approved project proposal.	None	3 Minutes	Section) Administrative Aide VI (DRRS)
	1.18 Endorse project proposal.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.19 Update database.	None	5 Minutes	Project Development Officer II – CCAM Focal Person (DRRS)
	1.20 Prepare Financial Documents.	None	5 Minutes	Project Development Officer II – CCAM Focal Person (DRRS)
	1.21 Update data tracking system.	None	5 Minutes	Administrative Aide VI (DRRS)
	1.22 Record and endorse documents to outgoing communication logbook.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.23 Process documents for cash advance.	None	1 Day	Administrative Assistant III (Accounting Section)
	1.24 Coordinate schedule of payout once the cash is available.	None	30 Minutes	Project Development Officer II – CCAM Focal Person (DRRS)
	1.25 Form payout Team.	None	30 Minutes	Project Development Officer II – CCAM Focal Person (DRRS)
	1.26 Prepare travel authority.	None	5 Minutes	Administrative Aide VI (DRRS)
	1.27 Receive cash for payout.	None	1 Hour	Paymaster (DRMD)

	1.28 Courtesy call to the Local Chief Executive.		30 Minutes	<i>Paymaster (DRMD)</i>
	1.29 Conduct Payout.	None	3 Days	<i>Paymaster (DRMD)</i>
	1.30 Verify the attachment if complete.	None	5 Minutes	<i>Paymaster (DRMD)</i>
	1.31.a If attachments are not complete, inform beneficiary and require supporting documents.	None	5 Minutes	<i>Paymaster (DRMD)</i>
	1.31.b If documents are complete, request beneficiary to affix signature.	None	2 Minutes	<i>Paymaster (DRMD)</i>
		None		
2. Affix signature.	2. Release cash.	None	3 Minutes	<i>Paymaster (DRMD)</i>
TOTAL				
Incomplete LGU Requirements		None	1 Hour and 21 Minutes	
Complete LGU Requirements		None	7 Days, 9 Hours and 1 Minute	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A grievance may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 208)

	<ul style="list-style-type: none"> - electronic mail (drmd.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are: <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

35. Request for Emergency Shelter Assistance (ESA)

Shelter assistance is meant to assist family victims of disaster to acquire decent shelters. The eligibility for the assistance is based from a set of criteria wherein the assessment and recommendation of the LSWDO following a set of criteria provided by DSWD through the guideline on Shelter Assistance and validated by the DSWD Field Offices. Prioritization is determined based on criteria indicated in the guideline in consideration of the funds available for the purpose. Request for Emergency Shelter Assistance shall be processed by the Disaster Response Management Division (DRMD) through Disaster Response and Rehabilitation Section (DRRS).

Office or Division:	Disaster Response Management Division - Disaster Response and Rehabilitation Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government
Who may avail:	Family-victims whose houses were totally or partially destroyed by either natural or human induced disasters

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Emergency Shelter Assistance (ESA) supported by masterlist. (LGU)	1. Receive and record document submitted by the requesting party.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (Disaster Response Management Division - DRMD)
	1.1 Endorse document to Disaster Response and Rehabilitation Section.	None	5 Minutes	Administrative Aide VI (Disaster Response and Rehabilitation Section - DRRS)
	1.2 Crossmatch/ Validate list of affected LGUs vis-à-vis Disaster Response Operations Monitoring and Information Center (DROMIC) Report.	None	1 Hour	Project Development Officer I – ESA Focal Person (DRRS) and Project Development Officer III – DROMIC Focal Person (Disaster Response Information Management System - DRIMS)
	1.3.a If LGU is not affected, inform LGU.	None	1 Hour	Project Development Officer I – ESA Focal Person (DRRS)
	1.3.b If LGU is affected, review request and completeness of documents.	None	1 Hour	Project Development Officer I – ESA Focal Person (DRRS)
	1.4 Forward		1 Hour	

	documents to DRMD for approval of Division Chief.			<i>Administrative Aide VI (DRRS)</i>
	1.5 Forwards documents to Office of Regional Director for approval.	None	1 Day	<i>Administrative Aide VI (DRRS)</i>
	1.6 Coordinate to LGU for the conduct of random validation.	None	30 Minutes	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.7 Conduct random validation/assessment.	None	5 Days	<i>Project Development Officer I – ESA Focal Person (DRRS) and LSWDO Staff</i>
	1.8.a If not qualified, give feedback to LSWDO proponent that they are not qualified to avail ESA and for revision/update of the project proposal and masterlist.	None	1 Day	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.8.b If qualified, prepare request for funding to Central Office.		1 Hour	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.9 Central office to process/download fund to field office.	None	6 Months	<i>ESA Counterpart (Central Office)</i>
	1.10 Prepare DV/ORS through cash advance of SDO.	None	1 Hour	<i>Project Development Officer I – ESA Focal Person (DRRS)</i>
	1.11 Process the cash advance.	None	1 Day	<i>Administrative Assistant III</i>

	1.12 Prepare check of SDO.	None	15 Minutes	(Accounting Section) Administrative Assistant III (Accounting Section)
	1.13 Inform DRRS for the availability of check.	None	2 Minutes	Administrative Assistant III (Accounting Section)
	1.14 Coordinate with LGU for the schedule of payout	None	30 Minutes	Project Development Officer I – ESA Focal Person (DRRS)
2. Schedule the payout. (LGU) 2.1 Facilitate the filling up of ESA forms and other documents. (LGU) 2.2 Fill up ESA form and other documents. (Beneficiary)	2. Inform Special Disbursing Officer (SDO) for the encashment of check. 2.1 Encash check. 2.2 Release cash to paymaster. 2.3 Receives the cash for payout. 2.4 Facilitate the payout with paymaster to LGU beneficiaries.	None None None None	3 Days 3 Hours 30 Minutes 30 Minutes 5 Minutes	Project Development Officer I – ESA Focal Person (DRRS) Special Disbursing Officer – SDO (DRMD) SDO (DRMD) Paymaster (DRMD) Paymaster (DRMD)
3. Receive cash assistance. (Beneficiary)	-	None	2 Minutes	-
TOTAL LGU Not Affected		None	2 Hours and 10 Minutes	
LGU Not Qualified		None	7 Days, 4 Hours and 40 Minutes	
LGU Qualified			6 Months, 11	

	None	Days, 3 Hours and 34 Minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 208) - electronic mail (drmd.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

36. Request for Food for Work

The provision of food or cash grants to disaster victims / displaced persons in exchange for their services or involvement in undertaking restoration and rehabilitation activities.

Office or Division:	Disaster Response Management Division - Disaster Response
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	and Rehabilitation Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal		N/A		
2. Masterlist of Beneficiaries		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal, Masterlist and Program of Works	1. Receive Project Proposal from end user.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (Disaster Response Management Division - DRMD)
	1.1 Record Project Proposal to incoming communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.2 Update the data tracking system.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.3 Endorse Proposal to outgoing communication logbook.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.4 Receive and record proposal to incoming communication logbook.	None	1 Minute	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.5 Endorse proposal.		3 Minutes	Administrative Aide IV/ Administrative

		None		Assistant III (DRMD)
	1.6 Review Project Proposal.		1 Hour	Head (Disaster Response and Rehabilitation Section - DRRS)
	1.7.a If details are not complete, inform the end user for the completion of the details.	None	5 Minutes	Administrative Assistant III (DRRS)
	1.7.b If details are complete, recommend for approval of Division Chief/Regional Director.	None	5 Minutes	Head (Disaster Response and Rehabilitation Section - DRRS)
	1.8 Conduct validation on proposed projects.	None	3 Days	Technical Staff (DRMD)
	1.9 Recommend for approval.	None	2 Hours	Head (DRRS)
	1.10 Update the data tracking system.	None	5 Minutes	Administrative Aide VI (DRRS)
	1.11 Endorse project proposal to outgoing communication logbook.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.12 Receive and endorse project proposal.	None	3 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.13 Review and recommend proposal.	None	2 Hours	Chief (DRMD)
	1.14 Update data tracking system.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III
		None		

				(DRMD)
	1.15 Forward documents to outgoing communication logbook.	None	5 Minutes	Administrative Aide IV/ Administrative Assistant III (DRMD)
	1.16 Receive approved project proposal.	None	3 Minutes	Administrative Aide VI (DRRS)
	1.17 Endorse project proposal.		3 Minutes	Administrative Aide VI (DRRS)
	1.18 Update database.	None	5 Minutes	Project Development Officer III/ Administrative Assistant III (Regional Recourse Operation Section - RROS)
	1.19 Update data tracking system.	None	5 Minutes	Administrative Assistant III (RROS)
	1.20 Record documents.		3 Minutes	Administrative Assistant III (RROS)
	1.21 Coordinate schedule of relief distribution to requesting party.	None	30 Minutes	Project Development Officer I/II / Social Welfare Officer II (DRRS)
		None		
2. Fill up Disaster Assistance Family Access Card (DAFAC) and prepare other supporting documents.	2. Prepare travel authority.	None	35 Minutes	Distribution Team (DRMD)
	2.1 Conduct courtesy call to the Local Chief	None	30 Minutes	Distribution Team (DRMD)

	Executive.			
	2.2 Verify data in DAFAC.	None	5 Minutes	<i>Distribution Team (DRMD)</i>
3. Affix signature on Relief Distribution Sheet (RDS).	3. Release Food and Non-food Items.	None	15 Minutes	Distribution Team
TOTAL				
Incomplete Details		None	1 Hour and 21 Minutes	
Complete Details		None	3 Days, 7 Hours and 56 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 208) - electronic mail (drmd.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

37. Resource Person on Completed Social Technologies and Other Related Topics

The Social Technology Section Staff can be invited by Local Government Units (LGU) and other intermediaries as Resource Person to discuss completed Social Technologies and other related topics.

Office or Division:	Policy and Plans Division – Social Technology Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units, Non-Government Organizations (NGO), People's Organizations (PO) and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Resource Person (RP) on the conduct of orientation on completed Social Technologies	1. Encode in the Document Tracking System (DTS) the request for RP of the concerned LGU/NGO/PO. Forward the document to the Regional Director (RD) for appropriate action.	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Receive the document and endorse to Policy and Plans Division (PPD) Chief for appropriate action on the communication.	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.2 Update document remarks in the DTS and forward the document to PPD Administrative	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>

	Staff.			
	1.3 Forward the document to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (Policy and Plans Division - PPD)</i>
	1.4 Assess the request for RP and provide instructions to concerned technical staff	None	1 Day	<i>Chief (PPD)</i>
	1.5 Update document remarks in the DTS and endorse the document to STS	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.6 Update document remarks in the DTS and endorse the document to Technical Staff	None	30 Minutes	<i>Social Welfare Assistant (Social Technology Section – STS)</i>
	1.7 Receive the document and communicate the response to concerned LGU/PO	None	1-3 Days	<i>Social Welfare Officer II (STS)</i>
	1.8 Encode in the DTS the communication/ response prepared by the technical staff and forward the communication/ response to PPD Administrative Staff	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.9 Receives the document and forward the document to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.10 Review and approve the communication/ response and	None	1 Day	<i>Chief (PPD)</i>

	forward document to Administrative Staff	None		
	1.11 Update document remarks in the DTS and forward it to the RD for review/signature	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.12 Review and sign document prepared by the technical staff.	None	1 Day	<i>Regional Director (ORD)</i>
	1.13 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.14 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.15 Update document remarks in the DTS and forward the document to RAMS.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.16 Update document remarks in the DTS and send document to the LGU.	None	3 Hours, 5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.17 Actual conduct of the social marketing and technical staff to serve as a Resource Person.	None	1-5 Days (Depending on the request/duration of the activity)	<i>Social Welfare Officer II (STS)</i>
			15 Minutes	<i>Social Welfare Officer II (STS)</i>

	1.18 Conduct the customer satisfaction survey with the concerned LGU/PO.			
TOTAL		None	13 Days and 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 223) - electronic mail (soctech.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution.</p> <p>The resolution consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

38. Services to Distressed Overseas Filipinos

This is the provision of Psychosocial Services to distressed Overseas Filipinos to help them in their integration. These are mostly the cases referred by the Social Welfare Attaché in foreign posts for after care services.

Office or Division:	Statutory Programs Division – International Social Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Distressed Individuals with Filipino Citizenship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Passport/Travel Documents		Client		
2. Referral form Social Welfare Attaché Office (SWATO), International Social Services Office (ISSO) Central Office and other agencies		Referring Agency		
3. Social Case Study Report		Field Office 1		
4. Certificate of Indigency		Local Government Unit		
5. Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the referral form SWATO/ISSO Central Office and other referring agencies.	1. Contact and/or locate client.	None	5 Days	<i>Social Worker II (International Social Services Office – ISSO)</i>
	1.1 Interview and assess client's need.	None	3 Hours	<i>Social Worker II (ISSO)</i>
	1.2 Provide Non-cash assistance a. Psychological First-Aid b. Psychosocial Processing	None	1 Hour	<i>Social Worker II (ISSO)</i>
2. Submit documentary requirements.	2. Receive and check the documentary requirements of the clients.	None	5 Minutes	<i>Social Worker II (ISSO)</i>
3. Process/fill-up Intake Sheets and Certificate of Eligibility.	3. Prepare Case Summary or Case Study Report.	None	10 Days	<i>Social Worker II (ISSO)</i>
	3.1 Provide the		1 Month	

	following assistance based on the assessment: FINANCIAL: a. Cash Assistance b. Educational Assistance c. Medical Assistance d. Burial Assistance	None		<i>Social Worker II (ISSO)</i>
	3.2 Process the assistance being sought. a. Preparation of Voucher (if financial assistance-related). b. Prepare referral letter (if needs other assistance).	None	1 Day	<i>Social Worker II (ISSO)</i>
	3.3 Recommend the provision of the assistance for approval of the Statutory Programs Division (StPD) Chief.	None	4 Hours	<i>Head (Community-based Services Section)</i>
	3.4 Recommend the provision of the assistance for approval of the Assistant Regional Director for Operations (ARDO).	None	4 Hours	<i>Chief (Statutory Programs Division)</i>
	3.5 Approve the provision of assistance to the distressed Overseas Filipino.	None	4 Hours	<i>Assistant Regional Director for Operations (Office of the Assistant</i>

	3.6 Inform client on the schedule of issuance of assistance.	None	4 Hours	<i>Regional Director for Operations)</i> <i>Social Worker II (ISSO)</i>
4. Receive financial assistance and client sign the acknowledgement receipt.	4. Request client to fill-up Client Satisfaction Feedback Form.	None	5 Minutes	<i>Social Worker II (ISSO)</i>
TOTAL		None	1 Month, 18 Days, 4 Hours and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 212) - electronic mail (nhts.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Statutory Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

Contact Information	Ms. Helen O. Nerona Chief, Statutory Programs Division (072) 687-8000 loc. 219
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

39. SLP Grievance Management Process

Non-beneficiaries and beneficiaries of the program may file complaints or grievances about the implementation of the program.

Office or Division:	Specialized Programs Division – Sustainable Livelihood Program			
Classification:	Highly Technical (Requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.)			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients				
1. Personally visit Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Interview initially the complainant.	None	10 Minutes	Grievance Officer/Alternate Grievance Officer (Sustainable Livelihood Program – SLP)
	1.1 Fill out Grievance Form/Client Satisfaction Feedback.	None	10 Minutes	Grievance Officer/Alternate Grievance Officer (SLP)

	1.2 Encode client's data and profile.	None	5 Minutes	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
	1.3 Validate information/grievance.	None	10 Minutes	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
	1.4 Classify complaint.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.5 Verify with concerned DSWD Provincial Operations office (POO) and provide updates and feedback.	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
TOTAL		None	3 Days and 45 Minutes	
For grievances received through Email, Social Media, Phone Calls and SMS				
1. Send grievance	1. Receive and acknowledge the receipt of referral.	None	2 Minutes	<i>Administrative Assistant II, Social Marketing Officer (SLP)</i>
	1.1 Validate and gather information of the client as necessary.	None	20 Minutes	<i>Grievance Officer/Alternate Grievance Officer (SLP)</i>
	1.2 Classify grievance.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.3 Verify the complaint with concerned POO's and provide updates and feedbacks.	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
TOTAL		None	3 Days and 32 Minutes	
For grievance from Field Offices, Offices/Bureaus/Services/Units (OBSU's), National Government Agencies (NGA's), Non-Government Organizations (NGO's), Civil Society Organizations (CSO's) and 8888 Citizens Complaints				
1. Send grievance	1. Acknowledge	None	20 Minutes	<i>Administrative</i>

	reported grievance.			<i>Assistant II (SLP)</i>
	1.1 Validate and gather information of the client as necessary.	None	10 Minutes	<i>Grievance Officer/Alternate Grievance Officer (SLP)</i>
	1.2 Classify grievance.	None	10 Minutes	<i>Regional Program Coordinator (SLP)</i>
	1.3 Verify the complaint with concerned DSWD POO's and provide updates/feedbacks.	None	3 Days	<i>Regional Monitoring and Evaluation Officer (SLP)</i>
TOTAL		None	3 Days and 40 Minutes	

40. SLP Referral Management Process

Office or Division:	Specialized Programs Division – Sustainable Livelihood Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter		Client		
2. Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients				
1. Personally visit Sustainable Livelihood Program (SLP) Regional Program Management Office (RPMO).	1. Interview briefly the client	None	5 Minutes	<i>Special Project Focal Person (Sustainable Livelihood Program - SLP)</i>
	1.1 Classify the request.	None	2 Minutes	<i>Special Project Focal Person (SLP)</i>

	1.2 Orient briefly on SLP processes and address queries.	None	5 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.3 Encode data to incoming tracker	None	3 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.4 Request client to fill-up Client Satisfaction Feedback form.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
2. Fill-up and submit completed Client Satisfaction Feedback form.	2. Receive completed Client Satisfaction Feedback form.	None	4 Hours	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	2.1 Refer to concerned Provincial Operations Office (POO).	None	4 Hours	<i>Special Focal (SLP)</i>	<i>Project Person</i>
TOTAL		None	1 Day and 17 Minutes		
For Referrals from Offices/Bureaus/Services/Units (OBSU's), National Government Agencies (NGA's), Non-Government Organizations (NGO's), Civil Society Organizations (CSO's) and other institutions					
1. Send referral	1. Receive and acknowledge the receipt of referral.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.1 Classify the request.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.2 Validate lacking information of the client/s as necessary.	None	5 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.3 Encode data to incoming tracker.	None	3 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
	1.4 Request client to fill-up Client Satisfaction Feedback form.	None	2 Minutes	<i>Special Focal (SLP)</i>	<i>Project Person</i>
2. Fill-up and submit completed Client Satisfaction Feedback form.	2. Receive completed Client Satisfaction Feedback form.	None	4 Hours	<i>Special Focal (SLP)</i>	<i>Project Person</i>

	2.1 Refer to concerned Provincial Operations Office (POO).	None	4 Hours	<i>Special Focal Person (SLP)</i>
TOTAL		None	1 Day and 14 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 229) - electronic mail (slp.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Specialized Programs Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Mr. Chad Everett Q. Llanes OIC-Regional Program Coordinator (072) 687-8000 loc. 229</p>

41. Technical Assistance for Completed Social Technologies

The Social Technology Section (STS) provides technical assistance to Local Government Units (LGU's), Non-Government Organizations (NGO's), People's Organization (PO's) and others for completed social technologies. The LGU's, NGO's, PO's and others may request

the guidance of the STS staff to provide project documents and explain on how to implement the completed social technology.

Office or Division:	Policy and Plans Division – Social Technology Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units, Non-Government Organizations, People's Organizations and other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request STS staff to conduct technical assistance (TA) on completed	1. Encode in the Document Tracking System (DTS) receipt of request (e.g. project guidelines/manuals, presentation/reference materials, IEC materials etc.)	None	30 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.1 Receive the request and provide instruction to PPD Chief.	None	1 Day	<i>Regional Director (Office of the Regional Director - ORD)</i>
	1.2 Update document remarks in the DTS and endorse the document to PPD Administrative Staff.	None	30 Minutes	<i>Administrative Aide IV (ORD)</i>
	1.3 Receive the document and endorse the same to PPD Chief.	None	30 Minutes	<i>Administrative Aide IV (Policy and Plans Division - PPD)</i>
	1.4 Provide further comments and instruction to Technical Staff.	None	1 Day	<i>Chief (PPD)</i>
	1.5 Prepare for response to	None	3 Days	<i>Social Welfare Officer II (Social Technology)</i>

	requesting office including copies of requested documents/ schedule of TAs and endorse the same to SWA.	None		Section – STS)
	1.6 Encode in the DTS the response prepared by the technical staff and forward the same to PPD Administrative Staff	None	30 Minutes	Social Welfare Assistant (STS)
	1.7 Receive the document and endorse the document to the PPD Chief for Approval.	None	30 Minutes	Administrative Aide IV (PPD)
	1.8 Review and approve the response and forward document to PPD Administrative Staff	None	1 Day	Chief (PPD)
	1.9 Update document remarks in the DTS and forward it to the RD for review/signature.	None	30 Minutes	Administrative Aide IV (PPD)
	1.10 Approve the response to requesting office and endorse the same to ORD Administrative Staff	None	1 Day	Regional Director (ORD)
	1.11 Update document remarks in the DTS and forward the document to PPD Administrative Staff.	None	30 Minutes	Administrative Aide IV (ORD)
		None	30 Minutes	Administrative Aide IV (PPD)
		None	30 Minutes	Administrative Aide IV (PPD)
		None	30 Minutes	Administrative Aide IV (PPD)

	1.12 Update document remarks in the DTS and forward the document to STS.	None	30 Minutes	<i>Social Welfare Assistant (STS)</i>
	1.13 Update document remarks in the DTS and forward the document to RAMS.	None	3 Hours, 5 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records and Archives Management Section - RAMS)</i>
	1.14 Update document remarks in the DTS and send document to the LGU.	None		
2. Provide comments/suggestions/input during the conduct of technical session on completed.	2. Conduct technical session with the staff of requesting office including customer satisfaction survey for the technical session.	None	3 Days	<i>Social Welfare Officer II (STS)</i>
	2.1 Prepare and submit confirmation report following the prescribed monitoring template and endorse the same to PPD Administrative Staff for tracking.	None	5 Days	<i>Social Welfare Officer II (STS)</i>
	2.2 Analyze the customer satisfaction survey.	None	10 Minutes	<i>Social Welfare Officer II (STS)</i>
	2.3 Recommend approval and/or provide comments/inputs to the confirmation report prior to submission to RD and endorse the same to PPD	None	1 Day	<i>Chief (PPD)</i>

	<p>Administrative Staff for tracking.</p> <p>2.5 Encode document remarks in the DTS and endorse the same to Technical Staff</p> <p>2.6 If there are comments, revise the confirmation report as commented by PPD Chief and endorse the same to PPD Administrative Staff for tracking.</p> <p>2.7 Update document remarks in the DTS endorse the same to SWA.</p> <p>2.8 Forward the document to RD for approval.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>30 Minutes</p> <p>1 Day</p>	<p><i>Administrative Aide IV (PPD)</i></p> <p><i>Social Welfare Officer II (STS)</i></p> <p><i>Social Welfare Assistant II (STS)</i></p> <p><i>Administrative Aide IV (PPD)</i></p>
3. Acknowledge receipt of the confirmation report of the technical session.	3. Approve and/or endorse the confirmation report with issues/concerns, agreements/suggestions, and next steps.	None	1 Day	<i>Regional Director (ORD)</i>
TOTAL		None	21 Days and 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 223)

	<ul style="list-style-type: none"> - electronic mail (soctech.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - Official website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Policy and Plans Division for action and resolution. The resolution consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221

42. Volunteer Registration and Deployment

Volunteers are the bloodline of the Regional Resource Operation Section (RROS) as most of the activities are dependent on the volunteers coming in to render duty. For the past year, the RROS were able to provide the needed augmentation of different Local Government Units (LGUs) due to the concerted efforts of the management team and community volunteers.

Volunteers are engaged in year-round activities of repacking, loading and unloading of Food and Non-Food Items. Prior to the schedule of activities, a need to register as volunteers is required.

Office or Division:	Disaster Response Management Division - Regional Resource Operation Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written consent of guardian in the case of minors		Home-Guardian of volunteers		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON

	ACTIONS	BE PAID	TIME	RESPONSIBLE
A. Phone-in Registration				
1. Call DRMD telephone number (072) 687 – 8000 loc. 208 to check volunteers activity of schedule	1. Answer phone call	None	1 Minute	Social Welfare Officer II / Administrative Assistant II (Regional Resource Operation Section – RROS)
2. Ask for schedule	2. Provide the schedule of activity with the following complete details: a. Date and time of activities. b. Available activities to be taken.	None	2 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
3. If interested, provide the following details: a. Name b. Address c. Age d. Contact No. e. No. of participating volunteers f. Preferred date and time of volunteering	3. Record volunteers information and confirm the schedule.	None	10 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
4. End call and wait for the schedule of activity.	4. Update volunteer schedule monitoring.	None	5 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
B.Walk-in Registration				
1. Proceed to Regional Warehouse, Biday, City of San Fernando, La Union.	1. Accommodate volunteers and lead them to the Volunteers Orientation Room.	None	5 Minutes	Security Guard (Outsourced Security Agency)
2. Wait for the Volunteers focal person to assist. a. If the Schedule is available proceed to step no. 6, "On scheduled date of	2. Present the current schedules to the volunteers.	None	5 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)

volunteer activity”.				
b. If no schedule available, ask another schedules.	2. Offer another schedule of activity			
On schedule date of volunteer activity:				
1. Proceed to Regional Warehouse, Biday City of San Fernando, La Union	1. Wait for the anticipated volunteer.	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
2. Register at the attendance sheets and logbook. Provide the following information: a. Name b. Name of organization/ barangay. c. Signature	2. Provide attendance sheets where the volunteers shall log.	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
3. Submit to the RROS security protocol (Bag inspection and Frisking).	3. Inspect incoming volunteers individually	None	5 Minutes	Security Guard (Outsourced Security Agency)
4. Enter the Regional Resource Operation premises.	4. Assist the volunteers in entrance gates	None	1 Minute	Security Guard (Outsourced Security Agency)
5. Proceed to Warehouse ground for the Orientation (for new volunteers or deployment instruction (for volunteers who had attended prior orientation)	5. Assist the volunteers and lead them to the volunteers orientation room	None	1 Minute	Security Guard/ Administrative Assistant II (Outsourced Security Agency/RROS)
6. Attend orientation.	6. Orient volunteers.	None	30 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
7. Sign Waiver Forms.	7. Provide waiver forms	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
8. Surrender Waiver Forms	8. Accept/collect waiver forms	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)

9. Proceed to the assigned area for the volunteers activity	9. Lead and assist volunteers to the assigned area	None	3 Minutes	Social Welfare Officer II / Administrative Assistant II (RROS)
TOTAL		None	1 Hour and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 208) - electronic mail (drmd.fo1@dswd.gov.ph; rros.fo1@dswd.gov.ph) - posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Maricel S. Caleja OIC-Chief, Disaster Response Management Division (072) 687-8000 loc. 208
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

43. Walk-in Name Matching Process

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

Office or Division:	Policy and Plans Division – National Household Targeting Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form		National Household Targeting Section		
2. Valid ID/Proof of Identity		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Walk-in Name Matching Form	1. The National Household Targeting Section receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Project Development Officer (PDO) of the Section for remarks.	None	5 Minutes	Administrative Assistant III (National Household Targeting Section NHTS) –
	1.1 Interview the client to assess if the request is valid or necessary and recommend for approval.	None	10 Minutes	Project Development Officer IV (NHTS)
	1.2 Approve the request.	None	2 Minutes	Chief (Policy and Plans Division)
	1.3 Process the request. Facilitate the request based on the source information in the walk-in form through an Information System.	None	3 Minutes	Information Technology Officer II (NHTS)
			5 Minutes	

	1.4 Review, archive and endorse the result to the PDO of the Section.	None		<i>Information Technology Officer II (NHTS)</i>
2. Receive Name Matching Result	2. The result of name matching will be presented by the PDO of the Section.	None	5 Minutes	<i>Project Development Officer IV (NHTS)</i>
TOTAL		None	30 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate quarterly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint?	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 221) - a text message via the Listahanan Text Hotline (LTH)/WiServe: <p>Listahanan<space>Pangalan<space>Lokasyon<space>Tanong o Reklamo</p> <ul style="list-style-type: none"> - electronic mail (nhts.fo1@dswd.gov.ph) - posts, comments and chat messages via Listahanan's Official Facebook Page: "DSWD Listahanan" and DSWD FO1 Official Facebook Page: "DSWD Ilocandia" - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo - website at fo1.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed?	<p>The Listahanan Grievance Redress System (GRS) consist of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	<p>Ms. Cristina A. Dacanay OIC-Chief, Policy and Plans Division (072) 687-8000 loc. 221</p>

DSWD FIELD OFFICE 2

External Services

1. PROCESS NAME: Issuance of Travel Clearance Issuance for Minors Traveling Aboard

Division:	Protective Services Division		
Description:	Travel Clearance for Minors Traveling Abroad is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any his or her parent or legal guardian.		
Legal Reference:	DSWD Administrative Order No. 012 series of 2017		
Process Owner:	Children Sector		
Input Document:	Accomplished Application Form		
Output Document:	Travel Clearance Certificate of Exemption		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Minors Traveling Alone to a Foreign Country for the First Time			
Duly accomplished Application Form		DSWD Field Offices or can be downloaded via www.dswd.gov.ph	
LSWDO/SWAD Social Worker’s Assessment when necessary		Local Social Welfare and Development where the minor resides	
PSA issued Birth Certificate of Minor		Philippine Statistics Authority; court which handled the Legal Guardianship petition; Shariah Court or Religious Leader	
Photocopy of PSA Issued Marriage Contract of minor’s parents/ Copy of Court issued Legal Guardianship / Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader		Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad	
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 ID issued abroad, if parents are working abroad.		Applicant	
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.		Applicant	

Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement, etc	Applicant
Certified True Copy of the Death Certificate (for deceased parent/s of SECPA	Applicant
Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
For succeeding travel of Unaccompanied minor or Travelling ALONE	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever, is applicable, with copy of valid ID with signature,	Law Office and Notarized at the applicants place of residents
Original copy of the previous Travel Clearance issued.	Applicant
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Unaccompanied Minor Certificate from the Airlines.	Airline Company
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
Copy of the PSA issued birth certificate of the minor	Philippine Statistical Authority
Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature	Applicant
Copy of Marriage Certificate for Minor's parents (SECPA), Solo Parent ID, for solo parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA in case of deceased parent/s copy of the Death Certificate	PSA; Local Science Welfare and Development Office (for the Solo Parents ID); Family Court

Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Photocopy of the passport of the travelling companion.	Minor's Traveling companion
ADDITIONAL REQUIREMENTS UNDER SPECIAL CIRCUMSTANCES	
For Filipino minor migrating to another country	
1. Visa petition approval	Applicant
For a minor who will study abroad	
1. Acceptance or certificate of Enrolment or Registration from the school where minor is to be enrolled	Applicant
For a minor who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other related activities:	
1. Certificate from sponsoring organization	Sponsoring Organization
2. Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition	Sports Agency
3. Signed Invitation from the Sponsoring agency/ organization abroad with itinerary of travel and list of participants and duration of the activity/ travel	Sponsoring Organization
For minor going abroad for medical purposes	
1. Medical Abstract of the minor	Applicant
2. Recommendation from the attending physician that such medical procedure is not available in the country, letter from sponsor	Attending Physician
For a minor whose parent/s are seafarers	
1. A copy of contract from the company	Applicant
2. Photocopy of the Seaman's Book	Applicant
For abandoned minor with alleged missing parent, if parent/s	
1. Social Case Study Report executed by a licensed social worker of the local government unit.	Local Social Welfare and Development Office
2. Blotter report from either the local police or barangay certification from the locality or the last known address of the alleged missing	
3. One (1) returned registered mail to the last known address of the alleged missing parent(s) or known relative(s)	

For minor's going abroad for Inter-country Adoption				
1. Placement Authority Issued by ICAB		Inter-Country Adoption Board		
2. Authority to escort issued by ICAB		Inter-Country Adoption Board		
Minor's under Foster Care				
1. Notarized Affidavit of Undertaking by the Foster Parents		Applicant		
2. Photocopy of Placement Authority		Applicant		
3. DSWD Certification of the CDCLAA except those under Kinship Care		DSWD		
4. Return Tickets		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (R.A. 11032)	PERSON RESPONSIBLE
1. Fill up Application Form	1.1. Issue Service Sequence Number		2 minutes	Officer of the Day
	1.2. Encode client's information in the Online Spread sheet		3 minutes	Officer of the Day
2. Submit documents to the Social Worker to ensure completeness of documents	2.1. Social Worker check the presented documentary requirements are complete. If not, the client will be asked to comply.		5 minutes	Social Worker
3. Provide necessary detail/information for verification of the Social Worker	3.1. Social Worker interview and conduct assessment of the application		5 minutes	Social Worker
	3.2. Recommend for the approval or disapproval of the application to the Signing Authority		5 minutes	Social Worker
4. Await for the disposition of the request.	4.1. Approves/ disapproves the application 4.1.a. If approved, issue claim stub schedule of release (minimum of 1 day processing and		5 minutes	Social Worker

	maximum of 3 days processing			
	4.1. b. If disapproved, counsel and explain the reason for disapproval of application		5 minutes	Social Worker
	4.1. c. If exempted notify nearby DSWD Field Offices and prepare Certificate of Exemption for Approval of the Regional Director		10 minutes	Social Worker
5. Pay and receive official receipt of payment Php 300.00 for 1 year validity and Php 600.00 for 2 year validity	5.1. Receive payment and issue official receipt to the applicant on the payment received	Php 300.00 1 year validity Php 600.00 2 year validity	3 minutes	Cashier
	5.2. Prepare the Travel Clearance Certificate		10 minutes	Administrative Assistant
	5.3. Regional Director sign the Clearance or Certificate of Exemption for exempted applicants		5 minutes	Regional Director or the Authorizes Signatory
6. Receive Travel Clearance Certificate or Certificate of Exemption	6.1. Release Travel Clearance Certificate or Certificate of Exemption		5 minutes	Administrative Staff
TOTAL			1 hour and 3 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004
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	Email: fo2@dswd.gov.ph
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Children's Sector (MTA) • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

2. PROCESS NAME: Financial Assistance (Cash Outright) to Individuals in Crisis Situation

Division:	Protective Services Division
Description:	Provision of financial assistant as well as counselling, referral for psychological and legal service to disadvantaged and marginalized

	sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.
Legal Reference:	DSWD Memorandum Circular No. 11 series of 2019
Process Owner:	Crisis Intervention Unit
Input Document:	Complete List of Requirements Social Case Study Report
Output Document:	Payroll
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CASH OUTRIGHT (PHP 5,000.00 – BELOW)		
Medical Assistance		
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing
Any valid Government issued ID		Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Certificate of Confinement/Medical certificate/Clinical Abstract		Attending Physician from hospital/clinic or from Medical Records
Prescription/ Hospital Bill/ Laboratory Request		Attending Physician from hospital/clinic or from Medical Records
Burial Assistance		
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing
Any valid Government issued ID		Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Death Certificate		Local Civil Registrar
Funeral Contract/Permit to transfer		Funeral Homes
Educational Assistance		
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing

Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Certificate of Enrollment/ Assessment/Registration form	School where the student is presently enrolled
School ID	School where the student is presently enrolled
Food Subsidy	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Certificate of Confinement	Attending Physician from hospital/clinic or from Medical Records
Transportation Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Police Blotter	Police Station
CASH OUTRIGHT (PHP 10,000.00)	
Medical Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Certificate of Confinement/Medical certificate/Clinical Abstract	Attending Physician from hospital/clinic or from Medical Records
Prescription/ Hospital Bill/ Laboratory Request	Attending Physician from hospital/clinic or from Medical Records
Social Case Study Report	Local Social Welfare and Development Office
Burial Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification

	card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others			
Death Certificate	Local Civil Registrar			
Funeral Contract/Permit to transfer	Funeral Homes			
Social Case Study Report	Local Social Welfare and Development Office			
Fire Victim				
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing			
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others			
BFP Certification	BFP Station			
Social Case Study Report	Local Social Welfare and Development Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME (R.A. 11032)	PERSON RESPONSIBLE
1. Client proceed to the Guard and sign in the Logbook and secure Queuing Number	1.1. The guard on duty assist the client in signing in the logbook. 1.2. The guard on duty give the Queuing No. to the client.		1 minute	Guard on Duty
2. Client will proceed at Crisis Intervention Section for the review of documents presented.	1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client. <i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents.</i>		1 minute	Social Welfare Aide or Administrative Assistant II
3. Client proceed in the Verification at the Online Crisis	3.1. Social Worker will verify the name of the client in the		1 minute	Social Worker

intervention management System (CRiMs)	online CRiMs. <i>If the client already received the same assistance within 3 months, the social worker will request the client to return on the scheduled date.</i>			
4. Client proceed in the Interview and Assessment procedure.	4.1. Social Worker take photo of the client.		1 minutes	Social Worker
	4.2. Social Worker gather inaccurate data and information of the client.		4 minutes	Social Worker
	4.3. Assess the amount to be extended through cash outright or Guarantee Letter <i>If the client is recommended for Guarantee Letter, he/she will be requested to return once the Guarantee Letter is being approved by the Regional Director / ARD.</i>		5 minutes	Social Worker
5. Client sign Certificate of Eligibility, General Intake Sheet Form, and Cash Assistance payroll	5.1. Social worker prepare Certificate of Eligibility, General Intake sheet form, and Cash Assistance payroll and		5 minutes	Social Worker
6. Client receive financial assistance	6.1. Social Worker release the financial assistance		3 minutes	Social Worker
TOTAL			21minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How to file a complaint	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. You may also file your complaint through telephone or via email with the following details: <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Crisis Intervention Unit • Name of Person complained of • Reason for complaint • Evidence/s, if any For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How complaints are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person. Client concerned shall be informed of the response. For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph

3. PROCESS NAME: Financial Assistance (Cash Outright) to Individuals in Crisis Situation

Division:	Protective Services Division
Description:	Provision of financial assistant as well as counselling, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and

	families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.
Legal Reference:	DSWD Memorandum Circular No. 11 series of 2019
Process Owner:	Crisis Intervention Unit
Input Document:	Complete List of Requirements Social Case Study Report
Output Document:	Payroll
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GUARANTEE LETTER (PHP 10,001.00 - UP)	
Medical Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Certificate of Confinement/Medical certificate/Clinical Abstract	Attending Physician from hospital/clinic or from Medical Records
Prescription/ Hospital Bill/ Laboratory Request	Attending Physician from hospital/clinic or from Medical Records
Social Case Study Report	Local Social Welfare and Development Office
Burial Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Death Certificate	Local Civil Registrar
Funeral Contract/Permit to transfer	Funeral Homes
Social Case Study Report	Local Social Welfare and Development

		Office		
Fire Victim				
Certificate of Indigency or Certificate of Residency		Barangay where the client is residing		
Any valid Government issued ID		Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others		
BFP Certification		BFP Station		
Social Case Study Report		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (R.A. 11032)	PERSON RESPONSIBLE
1. Client proceed to the Guard and sign in the Logbook and secure Queuing Number	1.1. The guard on duty assist the client in signing in the logbook. 1.2. The guard on duty give the Queuing No. to the client.		1 minute	Guard on Duty
2. Client will proceed at Crisis Intervention Section for the review of documents presented.	1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client. <i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents.</i>		1 minute	Social Welfare Aide or Administrative Assistant II
3. Client proceed in the Verification at the Online Crisis intervention management System (CRiMs)	3.1. Social Worker will verify the name of the client in the online CRiMs. <i>If the client already received the same assistance within 3</i>		1 minute	Social Worker

	<i>months, the social worker will request the client to return on the scheduled date.</i>			
4. Client proceed in the Interview and Assessment procedure.	4.1. Social Worker take photo of the client.		1 minutes	Social Worker
	4.2. Social Worker gather inaccurate data and information of the client.		4 minutes	Social Worker
	4.3. Assess the amount to be extended through Guarantee Letter		5 minutes	Social Worker
5. Client to return to CIU once Guarantee Letter is approved by the Regional Director	Prepare Guarantee Letter for the signature of the Regional Director		20 minutes	Social Worker
5. Client sign Certificate of Eligibility, General Intake Sheet Form, and Cash Assistance payroll	5.1. Social worker prepare Certificate of Eligibility, General Intake sheet form, and Cash Assistance payroll and		5 minutes	Social Worker
6. Client receive financial assistance	6.1. Social Worker release the financial assistance		3 minutes	Social Worker
			1 day	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.

	<p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Crisis Intervention Unit • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

4. PROCESS NAME: PUBLIC SOLICITATION

Division:	Policy and Plans Division
Description:	Issuance of solicitation permit to any person, corporation, organization or association desiring to solicit or receive contributions for charitable or public welfare purposes at DSWD Field Office
Legal Reference:	DSWD Memorandum Circular No. 17 series of 2014
Process Owner:	Standards Section

Input Document:	Accomplished Application Form with its complete requirements		
Output Document:	Approved Solicitation Permit		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:	Any applicant person, corporation, organization or association or any other juridical entity including but not limited to National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs), state colleges/universities (SUCs) and other government agencies, non-government organizations, civic society organizations (CSOs) operating in the Philippines that are desiring to solicit or receive contributions from the public for charitable or public welfare purposes.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Agencies			
1. Duly accomplished Application Form		Applicant	
2. Project Proposal including the work and financial plan on the activity to be undertaken.		Applicant	
3. Profile of current governing board members or its equivalent in the corporation		Applicant	
4. Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities		Applicant	
5. Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment		Applicant	
6. Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: a. Director of Private Schools –if for private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or		Applicant	

Head of any Sect –if church or religious projects for public and charitable purposes f. Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name.	
9. Processing Fee (Php 500.00)	Applicant
10. Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.	Applicant
Non-Government Organizations / Association	
1. Duly accomplished Application Form	Applicant
2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, <i>if new application</i>	Applicant
3. Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies. This shall be required if the date of registration with the concerned regulatory government agency is more than five (5) years prior to application.	Applicant
4. Project Proposal including the work and financial plan on the activity to be undertaken.	Applicant
5. Profile of current governing board members or its equivalent in the corporation	Applicant
6. Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities	Applicant
7. Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment (<i>for individual</i>)	Applicant
8. Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: a. Director of Private Schools –if for	Applicant

private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or Head of any Sect –if church or religious projects for public and charitable purposes Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name.	
9. Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.	Applicant
10. Processing Fee (Php 500.00)	Applicant
Persons	
1. Duly Accomplished Application Form	
2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, <i>if new application</i>	Applicant
3. Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies. This shall be required if the date of registration with the concerned regulatory government agency is more than five (5) years prior to application.	Applicant
4. Project Proposal including the work and financial plan on the activity to be undertaken.	Applicant
5. Profile of current governing board members or its equivalent in the corporation	Applicant
6. Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities	Applicant
7. Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the	Applicant

standard ratio of fund utilization or pledge of commitment (<i>for individual</i>)				
8. Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: <ul style="list-style-type: none"> a. Director of Private Schools –if for private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or Head of any Sect –if church or religious projects for public and charitable purposes f. Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name. 		Applicant		
9. Applicant's Social Case Study Report from his/her localities duly signed by the City/Municipal Social Welfare and Development Office (C/MSWDO)		Applicant		
10. Treatment Protocol (Original/Certified True Copy by the attending physician with corresponding license number) or Medical Certificate/Abstract (Certified True Copy of the Hospital's Records Section)		Applicant		
11. Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.		Applicant		
12. Processing Fee (Php 500.00)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME (R.A. 11032)	PERSON RESPONSIBLE
1. Submit complete requirements to DSWD FO2 Standards Section	1.1. Receive and review complete requirements		10 minutes	Technical Staff
2. Pay processing fee at the Cashier	2.1. Receive payment and issue	Php 500.00	3 minutes	Cashier

	Official Receipt			
3. Photocopy of Official Receipt	3. Receive photocopy of the official receipt as proof of payment		1 minute	Administrative Staff
4. Await for the disposition of the request	If requirements submitted are incomplete: 4.1.a. Return incomplete requirements		1 minute	Administrative Staff
	4.1.b. Inform applicant and provide Technical Assistance			Technical Staff
	If requirements submitted are complete: 4.1.b. Prepare assessment report		45 minutes	Technical Staff
	5. Review and endorse approval of the Assessment Report		5 minutes	Head, Standards Section
	6. Approve Assessment Report		5 minutes	Division Chief, Policy and Plans Division
	7. Prepare Solicitation Permit			Administrative Staff
	8. Approve public solicitation permit		15 minutes	Regional Director
	9. Send confirmation and notification to applicant		1 working day (if thru snail mail)	Administrative Staff
TOTAL		Php 500.00	2 days and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.
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	Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How to file a complaint	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. You may also file your complaint through telephone or via email with the following details: <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Standards Section • Name of Person complained of • Reason for complaint • Evidence/s, if any For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How complaints are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person. Client concerned shall be informed of the response. For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph

5. REQUEST FOR VEHICLE

Division:	Administrative Services Division
Description:	Refers to the provision of government – issued vehicle to requesting DSWD FO2 employees

Legal Reference:	Administrative Order 239 series of 2008 (prohibiting the use of government vehicles for purposes other than official business and other purposes)			
Process Owner:	General Services Section			
Input Document:	Request for Vehicle			
Output Document:	Trip Ticket			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Travel Order / Locator's Slip			Client/End User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Accomplish request form for use of vehicle	1.1 Submit request for use of vehicle	None	1 minute	Requesting Party
	1.2. Forward recommendation to the Office of the Assistant Regional Director for Administration	None	2 minutes	OIC Division Chief, Administrative Services Division
	1.3. Check availability of vehicle through the General Services Note: If there is no available vehicle, return the form or immediately inform the requesting party	None	2 minutes	Assistant Regional Director for Administration
	1.4. Approve request for use with designated driver	None	2 minutes	Assistant Regional Director for Administration
	1.5. Forward approved request to the General Services Section	None	1 minute	Secretary, Office of the Assistant Regional Director for Administration
	1.6. Prepare trip ticket and gasoline slip	None	5 minutes	Clerk, General Services Section
	1.7. Approve trip ticket and gasoline slip	None	2 minutes	Assistant Regional Director for

				Administration
	1.8. Approved trip ticket and gasoline slip	None	2 minutes	Assistant Regional Director for Administration
	1.9 Forward approved trip ticket and gasoline slip	None	1 minute	Secretary, Office of the Assistant Regional Director for Administration
	1.10. Endorse approved trip ticket and gasoline slip to designated driver/s	None	1 minute	Clerk, General Services Section
	1.11. Update Request for Vehicle Database	None	1 minute	Clerk, General Services Section
	1.12. Monitor scheduled trip	None	1 minute	Clerk, General Services Section
2. Avail of the requested vehicle	2.1. Transport the requesting party to the destination	None	Based on approved itinerary	Driver
TOTAL		None	21 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint

	<ul style="list-style-type: none"> Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

6. Walk-in submission of application documents

Division:	Human Resource Management and Development Division	
Description:	Walk-in submission of application documents refers to the actual receipt of the application letter with its complete attachments by the Records Section, reviewed by the Human Resource Planning and Performance Management Section.	
Legal Reference:	Civil Service Commission Memorandum Circular No. 14 series of 2017 revised, July, 2018	
Process Owner:	Human Resource Planning and Performance Management Section	
Input Document:	Notice of Vacancy Application Documents	
Output Document:	Receipt of the application documents	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter addressed to Regional Director, Fernando R. de Villa, specifying the desired position.		Client/Applicant
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, revised 2017)		Downloaded via www.csc.gov.ph
Performance Rating in the present position for		Client/Applicant

one (1) year (if applicable)				
Photocopy of certificate of CS eligibility/PRC board rating and license		Civil Service Commission Regional Office – CS eligibility Professional Regulation Commission Regional Office – PRC board rating and license		
Photocopy of Transcript of Records		School graduated from		
Photocopy of Trainings Attended		Client		
Photocopy of Certificate of Employment		Previous employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit the application letter with complete attachments	1.1. Receive the applicant's application documents with complete attachments If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	1 minute	Records Officer
	1.2. Endorse the application documents to the Office of the Assistant Regional Director for Administration	None	Within the day of receipt	Records Officer
	1.3. Endorse the application documents to the OIC Chief, Human Resource Management and Development Division	None	Within the day of receipt	Secretary, Office of the Assistant Regional Director for Administration
	1.4. Endorse the application documents to the Human Resource Planning and Performance Management Section	None	Within the day of receipt	Division Secretary

	1.5. Human Resource Planning and Performance Management Section (HRPPMS) reviews the application documents	None	Within the day of receipt	Human Resource Officer
	1.6. Human Resource Planning and Management Section inputs applicant's information to the Database of Applicants	None	Within the day of receipt	HRPPMS Clerk
TOTAL		None	1 day	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/</p>

	<p>clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
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7. FILING-UP OF VACANT POSITIONS (REGARDLESS OF STATUS OF EMPLOYMENT)

Division:	Human Resource Management and Development Division		
Description:	Filling-up of vacant position refers to the recruitment, selection and placement of qualified applicant/s to fill up a vacant position based on merit and fitness.		
Legal Reference:	Civil Service Commission Memorandum Circular No. 14 series of 2017 revised, July, 2018		
Process Owner:	Human Resource Management and Development Division		
Input Document:	Notice of Vacancy Application Documents		
Output Document:	Congratulatory Letter for successful applicants Regret Letter for unsuccessful applicants		
Classification:	Complex (Multi-process)		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application Letter addressed to Regional Director, Fernando R. de Villa, specifying the desired position.		Client/Applicant	
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, revised 2017		Downloaded via www.csc.gov.ph	
Performance Rating in the present position for one (1) year (if applicable)		Client/Applicant	
Photocopy of certificate of CS eligibility/PRC board rating and license		Civil Service Commission Regional Office – CS eligibility Professional Regulation Commission Regional Office – PRC board rating and	

		license		
Photocopy of Transcript of Records		School graduated from		
Photocopy of Trainings Attended		Client		
Photocopy of Certificate of Employment		Previous employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit application documents with complete attachments to Records Section	1.1. Endorse received application letters with complete attachments to the Office of the Assistant Regional Director for Administration	None	within the day of receipt	Records Officer
	1.2. Endorse received application letters with complete attachments to the Office of the OIC Chief, Human Resource Management and Development Division	None	within the day of receipt	Secretary, Office of the Assistant Regional Director for Administration
	1.3. Endorse received application letters with complete attachments to the Human Resource Planning and Performance Management Section (HRPPMS)	None	within the day of receipt	Division Secretary
	1.4. HRPPMS review the application documents	None	within the day of receipt	Human Resource Officer
	1.5. Human Resource Planning and Performance Management Section input applicant's information to the Database of Applicants	None	within the day of receipt	HRPPMS Clerk

	1.6. Human Resource Planning and Performance Management Section requests set of examination questions to the Hiring Unit	None	1 working day	Human Resource Officer
	1.7. Endorse set of examination questions to HRPPMS by the Hiring Unit	None	3 working days	Division Secretary
2. Upon the closing/ deadline of submission of applications, await for the schedule of the Written Examination	2.1. Evaluate application documents vis-à-vis CSC qualification standards of the position	None	3 working days (may be extended depending on the volume of application documents)	Human Resource Officer
	2.2. Endorse longlist of applicants meeting the CSC qualification standards ((education, experience training and eligibility) to the hiring unit for review and further instructions Note: Eligibility requirement is waived for applicants applying for Contract of Service positions. However, Hiring Unit may prefer applicants with eligibility.	None	1 working day	Human Resource Officer
	2.3. Submit list of applicants meeting the preferred qualifications.	None	3 working days	Hiring Unit

	2.4. Endorse longlist and list selected by the Hiring Unit to the Human Resource Merit Promotion and Selection Board (HRMPSB) Chair for review and/or concurrence	None	within the day of receipt of the selection – line up	Human Resource Officer
	2.5. Endorse longlist and list selected by the HRMPSB Chair to the Human Resource Planning and Performance Management Section.	None	Within the day of receipt of the selection line-up	Secretary, Office of the Assistant Regional Director for Administration
	2.6. Schedule examination on the date as notified	None	Within the day	Human Resource Officer
3. Receive invitation for the Written Examination Note: Notify HRPMS if not available on the scheduled date and request of rescheduling of Written Examination	3. Notify qualified applicants of the schedule of the Written Examination	None	3 calendar days before the date of examination	Human Resource Officer
4. Undertake the Written Examination	4.1. Administer the Written Examination Note: Applicants shall not indicate their respective names in the Examination Booklet	None	Within the schedule date and time	Human Resource Officer
	4.2. Administer examination to	None	within the day	Human Resource

	applicants			Officer
	4.3. If permanent position, endorse the accomplished and sealed Written Examination to HRMPSB members	None	within the day	Human Resource Officer
	4.4. For contractual, casual and contract of service positions, endorse the accomplished and sealed examination to Hiring Unit	None	Within the day of the Written Examination	Human Resource Officer
5. Await for the result of the Written Examination	5.1. HRMPSB members or Hiring Unit rate/ check Written Examination	None	3 working days	HRMPSB Members or Hiring Unit
	5.2. Decode the Written Examination to determine the name of the applicants	None	Within the receipt of the rated/ checked examination paper	Human Resource Officer
	5.3. Consolidate result of the Written Examination	None	Within the receipt of the rated/ checked examination paper	Human Resource Officer
6. Qualified applicants receive notification on the schedule of the HRMPSB interview	6. Notify through Call, SMS and posting in the DSWD FO2 official website of qualified applicants of the schedule of HRMPSB Interview	None	3 calendar days before the HRMPSB Interview schedule	Human Resource Officer
7. Qualified applicants attend the HRMPSB interview	7.1. HRMPSB conduct a competency-based interview	None	within the scheduled day and time	Human Resource Officer
	7.2. Provide rating based on the interview criteria	None	right after the HRMPSB Interview	HRMPSB members
	7.3. Consolidate the ratings provided by HRMPSB members	None	within the day	HRMPSB Secretariat

8. Await for the result of the HRMPSB Interview	8.1. Prepare HRMPSB resolution and Comparative Data Matrix Note: For permanent positions, shortlisted applicants are posted for 3 working days	None	2 working days after the posting of shortlisted applicants for 3 working days for permanent positions 3 working days after the HRMPSB Interview for Contractual, Casual and Contract of Service positions (may be extended depending on the number of positions interviewed for the day)	HRMPSB Secretariat
	8.2. Act on the HRMPSB resolutions	None	within 3 working days (depending on the availability of the HRMPSB members)	HRMPSB members HRMPSB Secretariat
	8.3. Approve the HRMPSB resolution and select the successful applicant/s based on the number of vacant positions	None	within 3 working days (depending on the availability of the Appointing Authority)	Regional Director as the Appointing Authority
9. Await for the result of the application	9. HRMPSB informs the successful applicant through welcome letter	None	within the receipt of the approved HRMPSB resolution	HRMPSB Secretariat

	Note: Unsuccessful applicant/s shall be informed through regret letter			
10. Receive personally the welcome letter Note: Regret Letter for internal applicants shall be handed personally by the Human Resource Officer For external applicants, the same shall be sent via snail mail.	10. Instruct personally the successful applicant to submit enlisted pre-employment requirements	None	1 calendar day after the receipt of the signed welcome letter (depending on the availability of the applicant/s)	Human Resource Officer
11. Secure pre-employment requirements		depends on the requirements	10 calendar days	Client/Applicant
12. Submit complete pre-employment requirements	12. Review submitted pre-employment requirements Note: Incomplete set of pre-employment requirements shall not be received. Applicant/s shall be advised to secure lacking documents	None	within the day	Client/Applicant
13. Await for the schedule of the signing of Appointment / Memorandum of Agreement	13. Prepare Appointment / Contract of Service Note: Complete pre-employment	None	within the day	Human Resource Officer

	requirements submitted before 12:00 noon, appointment / Memorandum of Agreement shall be signed in the afternoon. If submitted after 12:00 noon, applicant shall sign the next working day			
14. Sign the Appointment / Memorandum of Agreement	14. Advise the applicant on the following: a. details of the Appointment / Memorandum of Agreement b. date of assumption c. basic HR policies	None	within the day	Client / Applicant Human Resource Officer
15. Await for his / her assumption to duty	15.1. Prepares on onboarding materials	None	14 calendar days	Human Resource Officer
9. Report to duty	15.2. Endorse applicant to Hiring Unit	None	N/A	Client / Applicant Human Resource Officer
TOTAL		None	86 days for Permanent positions 85 days for Contractual, Casual and Contract of Service positions	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

8. APPLICATION FOR SCHOLARSHIP (LOCAL AND FOREIGN)

Division:	Human Resource Management and Development Division			
Description:	<p>Application for scholarship (local and foreign) refers to the availment of scholarship (local and foreign) by permanent, contractual, coterminus and casual employees.</p> <p>DSWD-funded scholarship is a grant provided by the Department to support DSWD employees who want to pursue further studies by completing a baccalaureate degree or pursuing further studies by earning a post-graduate degree</p> <p>Externally-Sponsored scholarship is a grant offered to DSWD by external institutions/agencies/sponsors in the Philippines or abroad</p>			
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018			
Process Owner:	Learning and Development Section			
Input Document:	Educational Support for DSWD Employees Application Form			
Output Document:	RPDC Resolution DSWD Educational Support Contract for DSWD-Funded Scholarship Regret Letter			
Classification:	Complex-Multi Stages			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All interested and qualified applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered			Learning and Development Section	
Accomplished Application Form			Learning and Development Section	
Service Record			Personnel Administration Section	
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods			Personnel Administration Section/ Applicant	
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant			Personnel Administration Section	
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program			Personnel Administration Section	
Updated Personal Data Sheet			Applicant	
Regional Personnel Development Committee Resolution			Learning and Development Section	
Additional Requirements				
School Registration/ Enrolment Form/ Schedule of Classes (for DSWD-Sponsored Scholarship)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Seek approval from his/her supervisor and	1.1. Receive and review application	None	30 minutes	Regional Personnel Development

concurrency cluster heads and submit documentary requirements as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	<p>Note:</p> <p>If not qualified, HR Learning and Development prepare regret letter</p> <p>If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.</p>			Committee (RPDC) Secretariat
	1.2. Prepare matrix for each applicant	None	30 minutes per applicant	RPDC Secretariat
	<p>1.3. RPDC convene and deliberate for initial deliberation</p> <p>Note:</p> <p>If lone applicant/urgent nominations RPDC secretariat prepares referendum</p>	None	2 hours	RPDC Members
	1.4. Prepare RPDC resolution and the complete package of supporting documents	None	2 working days	RPDC Secretariat
	1.5. RPDC review, sign, and recommend approval of the resolution to Regional Director	None	10 working days	RPDC Members
	1.6. Endorse nominations to HRDS-Central Office	None	30 minutes	RPDC Secretariat
	1.7. Prepare PDC resolution and the complete package of supporting documents	None	2 working days	Personnel Development Committee (PDC) – Central Office
	1.8. Recommend approval of the resolution to appropriate signatories	None	10 working days	PDC
	1.9. Approve PDC recommendation	None	10 working days	Secretary or Duly Designated Officer
	1.10. Submit the Department's nominee to the organizer	None	2 working days	PDC

2. Sign a scholarship contract once accepted in the program Note: Not qualified applicant/s shall be notified through a Regret Letter	2.1. Endorse scholarship contract to Regional Director for signature	None	2 working days	Applicant RPDC Secretariat a
	2.2. Submit accomplished scholarship contract to HRDS for signature of Secretary and notary	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	2.3. Sign the scholarship contract	None	10 working days	Secretary or Duly Representative
TOTAL		Php 50.00 to 100.00	40-50 days (depending on the availability of signatories)	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Learning and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any

	For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

9. APPLICATION FOR study leave

Division:	Human Resource Management and Development Division				
Description:	Application for Study Leave refers to the availment of leave in order to pursue professional advancement by permanent, contractual, coterminous and casual employees. Specifically, a time-off from work not exceeding six months with pay for qualified officials and employees to help them prepare for their bar or board examinations or complete their master's degree.				
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018				
Process Owner:	Learning and Development Section				
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet				
Output Document:	RPDC Resolution DSWD Educational Support Contract for Study Leave Regret Letter				
Classification:	Complex (Multi Stages)				
Type of Transaction:	G2C - Government to Citizens				
Who may avail:	All interested and qualified applicants				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered</td><td>Learning and Development Section</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered	Learning and Development Section
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered	Learning and Development Section				

Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section/ Applicant		
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Additional Requirements				
Letter of Intent/request for Non-Scholarship Grant (Study Leave)		Applicant		
Accomplished Application for Leave Form (for Study Leave)		Personnel Administration Section		
Permit to take Board/Licensure Examination or Schedule of Examination (for Study Leave)		Professional Regulation Commission		
School Registration/Enrolment Form/Schedule of Classes (for Study leave)		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Seek approval from his/her supervisor and concurrence cluster heads	1. Receive Request	None	2 days	Applicant and Supervisor and concurrence cluster heads
2. Endorse the request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	2.1. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, Learning and Development Section prepares regret letter If incomplete, application documents will be returned to the applicant and advised to submit complete documents.	None	1 hour per request	Applicant, Concurrence cluster heads RPDC Secretariat
	2.2. Prepare resolution	None	2 hours per request	RPDC Secretariat
	2.3. Review and concurred the resolution	None	10 working days	RPDC Members
	2.4. Endorse the resolution to the approving authority		Within the day	RPDC members

	Note: If not endorsed, HRMDD informs the applicant/ Division on the RPDC Result of screening thru memorandum			
	2.5. Approve RPDC recommendation on study leave request of FO rank-and-file staff Approve PDC recommendation for division chiefs:		10 working days	Regional Director Secretary
	2.6. Inform the applicant/division of the approval of the request	None	Within the day upon receipt of the approval	RPDC Secretariat
3. Grantee accomplish a study leave contract	3.1. Endorse contract to Regional Director for signature or Submit accomplished contract to HRDS for signature of Secretary and notary	None Php 50.00 to 100.00	2 working days	RPDC Secretariat and Applicant
	3.2. Sign the scholarship contract	None	10 working days	Secretary or Duly Designated Officer
TOTAL		Php 50.00 to 100.00	36 days and 3 hours or 30-40 days depends on the availability of signatories	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. For status of query/clarification, please contact the following:

	Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How to file a complaint	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. You may also file your complaint through telephone or via email with the following details: <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Learning and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How complaints are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person. Client concerned shall be informed of the response. For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph

10. PROCESS NAME: APPLICATION FOR OFFICIAL TIME TO ATTEND FOREIGN SCHOLARSHIPS, TRAININGS AND SHORT-TERM NON-DEGREE COURSES

Division:	Human Resource Management and Development Division
Description:	Application for official time refers to a time-off provided to employees who will participate in a foreign training/short-term courses or scholarship, to which (1) they have directly applied to and/or (2) they have been invited by a sponsoring organization. No additional entitlements will be provided by the Department and that all costs related to the travel will be done by the employee or sponsoring organization. This could be availed by permanent, contractual, coterminous and casual employees.
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018
Process Owner:	Learning and Development Section
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet

Output Document:	RPDC Resolution DSWD Educational Support Contract for Official Time to Attend Foreign Scholarships, Trainings and Short-Term Non-Degree Courses Regret Letter			
Classification:	Complex- Multi Stages			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All interested and qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section		
Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section/ Applicant		
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Additional Requirements				
Medical certificate (for Foreign Scholarships/Trainings)		Government Hospital/Physician		
Letter of Intent/Request for Non-Scholarship Grant (Official Time)		Applicant		
Acceptance Letter or invitation from the Sponsoring Agency/Organization (for Official Time)		Sponsoring Agency/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Seek approval of his/her immediate supervisor, Director/s and concurrence from cluster heads	1. Approve Request	None	2 working days	Applicant and Supervisor and coach monitor
2. Endorse the request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	2.1. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, HRMDD prepares regret letter If incomplete, application documents will be returned to the applicant and will be	None	1 hour per request	Applicant, Supervisor and RPDC Secretariat

	advised to submit complete documents.			
	2.2. Convene RPDC to discuss the request for initial deliberation	None	2 hours	RPDC Members
	2.3. Prepare the RPDC Resolution based on the deliberation Note: If not qualified, HRMDD prepares regret letter	None	2 working days	RPDC Secretariat
	2.4. Review and concurred the resolution	None	10 working days	RPDC Members
	2.5. Endorse the resolution to the approving authority	None	Within the day	RPDC members
	2.6. Approve RPDC resolution	None	10 working days	Regional Director
	2.7. Endorse RPDC resolution to HRDS with supporting documents for review	None	2 working days	RPDC Secretariat
	2.8. Initially review the qualifications of nominees based on the requirements set by the Department and the completeness and accuracy of documents Note: If application/nomination is in order, the Secretariat prepares a matrix of applicant/s for PDC deliberation If not in order, HRDS informs the nominee through a memorandum indicating what is lacking or the necessary action needed to undertake	None	2 working days	HRDS PDC Secretariat
	2.9. Convene PDC to discuss the request	None	5 working days	PDC Secretariat
	2.10. Prepare PDC	None	2 working	PDC

	resolution based on the deliberation		days	Secretariat
	2.11. Review and recommend approval of request	None	7 working days	PDC Members
	2.12. Approve the request based on PDC recommendation	None	10 working days	Secretary
	2.13. Inform the applicants on the approval of the request and requires the grantee to accomplish a contract	None	Within the day upon receipt of the approval	HRDS PDC Secretariat
3. Grantee accomplish a contract	3.1. Endorse contract to Regional Director for signature	None	5 working days	RPDC Secretariat and applicant
	3.2. Submit accomplished contract to HRDS for signature of Secretary and notary	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	3.3. Sign the scholarship contract	None	10 working days	Secretary
TOTAL		Php 50.00 to 100.00	60-70 days (depending on the availability of signatories)	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> Your Name and contact details

	<ul style="list-style-type: none"> • Transaction with Learning and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

11. APPLICATION FOR FUND AUGMENTATION FOR MATRICULATION OR THESIS DISSERTATION

Division:	Human Resource Management and Development Division	
Description:	Application for fund augmentation is a type of monetary educational support provided to employees in completing their degree/course or the required thesis or dissertation that are relevant to the Department's goals/mandate.	
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018	
Process Owner:	Learning and Development Section	
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet	
Output Document:	RPDC Resolution DSWD Educational Support Contract for Fund Augmentation for Matriculation or Thesis/Dissertation Preparation Regret Letter	
Classification:	Complex- Multi Stages	
Type of Transaction:	Government to Citizens	
Who may avail:	All interested and qualified applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section

Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section/ Applicant		
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Additional Requirements				
Letter of Intent/Request for Non-Scholarship Grant (Fund Augmentation)		Applicant		
School Registration/Enrolment Form/Schedule of Classes (for Fund Augmentation for Matriculation)		School		
Thesis/Dissertation proposal aligned to the Research Agenda or Priority/Performance Areas of DSWD (for Fund Augmentation for Thesis/Dissertation)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit request and /or thesis/ dissertation proposal to his/her supervisor (Division Chief and Regional Directors) and seek endorsement for management financial support thru R/PDC	1. Concur the request	None	2 working days	Applicant and Supervisor
2. Endorse the request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	2.1. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, HRMDD prepare regret letter If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	1 hour per request	Applicant, Supervisor, and RPDC Secretariat
	2.2. Prepare the RPDC Resolution	None	2 hours	RPDC Secretariat
	2.3. Review and submit	None	10 working	RPDC

	the resolution to Regional Director		days	Members
	2.4. Review and Endorse to CO for deliberation	None	10 working days	Regional Director
	2.5. Collate and review all requests and prepares matrix for PDC deliberation	None	5 working days	HRDS
	2.6. Convene and deliberate on all requests Note: If PDC recommend, HRDS prepare resolution and recommendation based on the agreements reached by the PDC If not, HRDS prepare resolution and regret letter to the applicants/OBS	None	1 working day 2 working days 2 working days	PDC HRDS HRDS
	2.7. Review the resolution and endorse recommendation to the approving authority and/or sign the regret letter	None	10 working days	PDC
	2.8. Approve PDC recommendation Note: Application of the Director shall be approved by the Secretary	None	10 working days	USEC for GASSG
	2.9. Inform the applicant/OBS of the approval of the request and require the grantee to accomplish a contract	None	Within the day upon the receipt of the approval	HRDS
	2.10. Inform the applicants on the approval of the request and requires the grantee to accomplish a contract	None	Within the day upon receipt of the approval	HRDS PDC Secretariat
3. Grantee accomplish a contract	3.1. Endorse contract to Regional Director for signature	None	5 working days	RPDC Secretariat

	3.2. Submit accomplished contract to HRMDS for signature of Secretary			
	3.3. Submit accomplished contract to HRMDS for signature of Secretary and notary	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	3.4. Sign the scholarship contract	None	10 working days	Secretary
TOTAL		Php 50.00 to 100.00	50-60 days (depending on the availability of the signatories)	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Learning and Development • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
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12. ISSUANCE OF REGIONAL CLEARANCE (FOR STAFF WITH INTENTION TO LEAVE THE AGENCY)

Division:	Human Resource Management and Development Division
Description:	The Regional Clearance is document certifying that an employee is cleared from work-related, money and property accountabilities and that he/she does not have pending administrative case before separating from the agency or before going into an approved leave (more than 30 days). It utilizes the Clearance Form (CS Form No.7, Series of 2017, Revised 2018) of the Civil Service Commission. Said Clearance Form should be duly accomplished before paying the last salary or any money due the employee (CS Form No.7, Series of 2017, Revised 2018) who retired, resigned or transferred to another agency in the government. It is also a mandatory requirement in the case of promotion, reappointment or transfer involving movement from one department/agency to another and reemployment (Sec.6, item d of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised 2018).
Legal Reference:	<ul style="list-style-type: none"> - CSC MC 24, Series 20 2017 (2017 Omnibus Rules on Appointments and other Human Resource Actions) - DSWD Administrative Order No.16, Series of 2019 (2019 Delegation and Delineation of Authority)
Process Owner:	Personnel Administration Section
Input Document:	<ul style="list-style-type: none"> - Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service in case of staff with intension to leave. - Copy of duly accomplished turn-over of accountabilities to immediate supervisor - Request Letter
Output Document:	Regional Clearance
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> - Staff with desire to transfer to other government agencies.

<ul style="list-style-type: none"> - Staff who wish to resign, retire or separated from service. - Staff requesting Travel Abroad on Personal Expense Staff with application for leave of 30 days or more. 				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service in case of staff with intension to leave.			Staff	
Copy of duly accomplished turn-over of accountabilities to immediate supervisor			Staff	
Request Letter			Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit a copy of Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service (letter must be stamped at the Records Section and approved by the Regional Director), and duly accomplished turn-over of accountabilities to immediate supervisor Note: Turn-over documents must be received by the immediate supervisor or the staff who is assigned to care for the returned documents/ equipment/ supplies.	1.1. Receive and endorse the request documents to the Personnel Administration Section (PAS)	None	Within the day of receipt	Secretary, Human Resource Management and Development Division (HRMDD)
	Check completeness of documents. Once all are complete, Regional Clearance Form will be filled up by inputting information pertaining to the staff.	None	Upon receipt of the documents	Personnel Administration Section (PAS) staff-in-charge
	1.2. Print three (3) copies of the Regional Clearance Form	None	Immediately after input of staff's information	Personnel Administration Section (PAS) staff-in-charge
	1.3. Make sure the form bears correct information and that the employee have	None	3 – 5 minutes	Personnel Administration Section (PAS) staff

	signed all forms. Note: Countercheck reflected information in the printed clearance form and affix his/ her signature once all are correct.			
	1.4. Forward the clearance form and all attached documents to the concerned program, section and/ or division for the signatures under item II (Clearance From Work-Related Accountabilities) of the form.	None	2-3 minutes	Personnel Administration Section (PAS) staff-in-charge
	1.5. Concerned focal person under item II (Clearance From Work-Related Accountabilities) of the form will check on turn-over documents and affixes his/her signature once found to be complete.		Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal Person as specified in Item II of the Regional Clearance Form
	1.6. Forward the clearance form and all attached documents to the next signatory under item III (Clearance from Money and Property Accountabilities)	None	2-3 minutes	Respective Division Secretary
	1.7. Clearance form with all attached documents will go through the following signatories under item III: <ul style="list-style-type: none"> - Property and Supply Section - General Services Section - SWEAP - MBA - Reg'l Learning Resource Center 	None	Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal persons as specified in the Regional in Item III of the Clearance Form

	<ul style="list-style-type: none"> - Accounting Section - Cash Section - Payroll and Remittance Services <p>*The focal person in the abovementioned sub-items will assess the turnover documents of the concerned staff, check appropriate box (cleared or not cleared) and affix his/ her signature on the space provided. He/ she will then forward the form and all attached documents to the next Focal Person.</p>			
	1.8. Clearance form with its attachments will be forwarded to item IV (Certification of No Pending Administrative Case) where the focal person will check on whether staff have pending case or ongoing investigation (if any), check whether staff is cleared or not cleared and affix his/ her signature on the space provided.	None	Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal person as specified in the Regional in Item IV of the Clearance Form
	1.9. Forward the clearance form and all attached documents to the Office of the Regional Director (last signatory under item V - Certification)	None	2-3 minutes	Respective Division Secretary
	1.10. The Regional Director will sign under Item V (Certification) of the Regional Clearance form.	None	Within 1-2 working days (depending on the availability of the Certifying Authority)	Regional Director as the Certifying Authority
	1.1. The signed	None	2-3 minutes	Secretary,

	Regional Clearance and all attached documents will be forwarded to the Personnel Administration Section.			Office of the Regional Director
2. Receive duly accomplished Regional Clearance	2. Issue signed Regional Clearance to the requesting staff. <i>Note: The remaining copies of the clearance will be attached to staff's last salary and will form part of his 201 file.</i>	None	within the day of receipt (depending on the availability of the requesting staff)	Personnel Administration Section (PAS) staff-in-charge
TOTAL			6 working days and 17 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Personnel Administration Section • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p>

	Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

DSWD FIELD OFFICE 3

External Services

1. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Classification	Complex
Type of Transaction	Government to Client (G2C) Government to Government (G2G)
Who May Avail	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region

Checklist of Requirements	Where to Secure
A. For Corporation, Organization or Association desiring to solicit Funds for Charitable and Public Welfare	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <input type="checkbox"/> Any DSWD Field Office - Standards Section (Region III) <input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/DSWD-SB-PS-F-001: Application form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	1. Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 2. Any SEC Extension Office (Baguio City, Tarlac City , Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is	<input type="checkbox"/> Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 <input type="checkbox"/> Any SEC Extension Office (Baguio City, Tarlac City , Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City,

more than five (5) years prior to application. *Not applicable to Government Agencies.	Zamboanga City)
4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	> https://www.dswd.gov.ph/downloadforms-downloads-publicsolicitationforms/ DSWD-SB- PS-F-002: Project Proposal
5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	. https://www.dswd.gov.ph/downloadforms-downloads-publicsolicitationforms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	with intended beneficiary/recipients
7. One (1) Original Copy of 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: 7.1. Director of Private Schools 8.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others	with the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	DSWD-SB- PS-F-007: Fund Utilization Report
B. For individual soliciting funds for child/relative suffering from chronic diseases that require long-term and or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or	DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)

responsibility	
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority	Applicant

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Accounting , Cash Division Finance Service Unit - DSWD Field Office
3. Submit/file application documents	If Complete and Compliant: 3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee; If found incomplete or non-compliant, 3.2 Return	None 9	15 minutes	Focal Person Standards Section - DSWD Field Office

	<p>application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
4. Wait for the result of the assessment	<p>4.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person Standards Section - DSWD Field Office
5. Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>5.1 Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p>	<p>None</p> <p>10</p>	3 days	Focal Person Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office



	<p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. As needed.</p>			
6. Issuance of Permit	<p>6.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>6.2 Issues the Certificate of Accreditation or the Denial Letter</p>	<p>None</p> <p>11</p>	1 day	Focal Person Standards Section - DSWD Field Office
TOTAL For Complete and Compliant:		₱500.00	7 working days	
If Disapproved		₱500.00	5 working days	

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

2. Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, Organization or Association

Office or Division	Standards Section-PPD
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Classification	Highly Technical
Type of Transaction	Government to Client (G2C) <input type="checkbox"/> Government to Government (G2G)
Who May Avail	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region

Checklist of Requirements	Where to Secure
C.For Corporation, Organization or Association desiring to solicit Funds for Charitable and Public Welfare	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Region III) https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/DSWD-SB-PS-F-001: Application form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	1. Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 2. Any SEC Extension Office (Baguio City, Tarlac City , Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City , Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan	https://www.dswd.gov.ph/downloadforms-downloads-publicsolicitationforms/ DSWD-SB-PS-F-002: Project Proposal

(WFP) on the activity to be undertaken.	
5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	https://www.dswd.gov.ph/downloadforms-downloads-publicsolicitationforms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	with intended beneficiary/recipients
7. One (1) Original Copy of 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: 7.1. Director of Private Schools 8.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others	with the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	DSWD-SB- PS-F-007: Fund Utilization Report

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
2. Payment of Processing	Receive payment for the required	₱1000.00	*10 minutes	Receiving Staff – Cash Division

Fee	processing fee and issue official receipt (OR)			Finance Service Unit - DSWD Field Office
3. Submit/file application documents	<p>If Complete and Compliant: 3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant, 3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3. Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p> <p>4. If submitted thru courier return application for compliance</p>	None	<p>15 minutes</p> <p>3 days</p>	<p>Focal Person Standards Section - DSWD Field Office</p> <p>Focal Person Standards Section - DSWD Field Office</p>
4. Wait for the result of the assessment	<p>a. If applicant is compliant to requirements:</p> <p>4.1.a Endorse</p>	None	<p>3 days</p>	Focal Person Standards Section - DSWD Field Office

	<p>complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>4.2.a Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval</p> <p>4.3.a Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate</p>	15	<p>4 days</p> <p>3 days</p>	<p>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p> <p>Undersecretary Concerned – DSWD Central Office</p> <p>+</p>
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	of Authority to Conduct National Fund Raising Campaign	16		
	4.4.a Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative		3 days	DSWD Secretary or Authorized Representative
	4.5.a Transmission of the approved/signed permit to the DSWD Field Office for issuance of the applicant		1 day	Support Staff - Standards Bureau DSWD Central Office
	b. If not compliant to requirements:		3 days	Focal Person Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office
	4.1.b Return application documents to the applicant with a letter citing reasons for disapproval			
	4.2.b Provide necessary technical assistance to the applicant to qualify for the issuance of permit or submit			Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director

	lacking requirements DSWD			- Standards Bureau DSWD Central Office
5. Issuance of Permit	5.1 Notify the Applicant Organization on the availability of the Certificate 5.2 Issues the Certificate of Accreditation or the Denial Letter 5.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None 17	1 day	Focal Person Standards Section
TOTAL For Complete and Compliant:		₱1000.00	20 working days	
If Disapproved		₱1000.00	30 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.

3. Accreditation of Pre-Marriage Counselor (PMC)

Office or Division	Standards Section-PPD
Classification	Highly Technical
Type of Transaction	Government to Client (G2C) Government to Government (G2G)
Who May Avail	All Social Workers and PMC team from Local Government Units, other National Government Agencies, Individual from Non-Government Organizations/faith-based

Checklist of Requirements	Where to Secure/Submit
1. For New Applicant	
1.1 Copies of Accomplished Application Forms	Standards Section FO III Refer to Website – Memorandum Circular No. 01, 2019
1.2 Certificate of graduation/college diploma or transcript of records from the last school attended/Certified true copy of valid PRC ID.	Concerned school/PRC
1.3 Photo copy of Training Certificate/Certificate from seminars, conferences, trainings and other related activities on basic counseling service for at least 24 hours, if original copy is not available, a certified true copy of the certificate of participation/attendance from the training provider will be accepted,	Training Provider/FO III
1.4 Certification from immediate supervisor or an approved resolution	
1.5 Documentation of at least six (6) PMC sessions	
1.6 Other documents available during the visit ; accomplished Marriage Expectation Inventory	
2. For Renewal of Accreditation	
2.1 Photo copy of Training Certificate/Certificate from seminars, conferences, trainings and other related to pre-marriage counseling service but not limited to Gender and Development, Human Sexuality, Value Clarification and Responsible Planning, for at least 24 hours within validity period	Standards Section FO III
2.2 Accomplishment report for the past year with at least a minimum of ten (10) PMC session conducted proceeding application with the template provided by DSWD (

Annex D) 2.3 Summary of Documentation of PMC session conducted for the past years using the template provided by DSWD (Annex C) 2.4 Other documents to be made during the assessment visit: 2.4.a. Accomplished Marriage Expectation Inventory 2.4.b. Accomplished and consolidated result of client Feedback/Survey (See Annex F) for the template) of about 50% of the total No of counselled couple for the past year 2.4.c. Summary/record on the No. of Certificate of Marriage Counselling issued	
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CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. An applicant shall file application (Annex) to Standards Section	If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	None	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submit/file application documents	If Complete and Compliant: 3.1 Receive the documentary requirements If found incomplete or non-compliant, 3.2 Return application documents to person/ individual,	None	15 minutes	Focal Person Standards Section - DSWD Field Office

	<p>corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
4. Wait for the result of the assessment	<p>4.1 Pre-validation- review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p> <p>4.3 Post validation; If the result of assessment is favorable preparation and approval of certificate shall be facilitated within 7 days</p> <p>4.4 1 Notify the Applicant Organization on the availability of the Certificate</p>	None	<p>5 working days</p> <p>1 day</p> <p>7 working days</p> <p>1 day</p>	Focal Person Standards Section - DSWD Field Office
	Note: Satisfaction Survey will administer every after transaction			
	Total of 14 days			

NOTE: Conform with the SB process flow/SB Citizen Charter since SS has part or function from the beginning to ending of process/step which is also based on guidelines.

Accreditation of CSO Beneficiaries - MC 17 s. 2017 SB Guidelines (with FO-AC), and MC 22 S. 2020 SLP Guidelines (SS staff shall part of the SLP-RPMO reviewing body) .

4. Selling of Bid Documents

Office or Division	Administrative Division - BAC
Classification	Simple
Type of Transaction	Government to Business (G2B)
Who May Avail	Bidder, Service Providers

Checklist of Requirements	Where to Secure/Submit
1. Payment Slip (1 original)	Administrative Division / BAC Ground floor Admin Office
2. Order of Payment (2 original)	Accounting Section 2 nd floor Main Building
3. Bid Documents (1 original)	Administrative Division / Bids and Awards Secretariat Ground Floor Admin Office

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Administrative Division Office / BAC and Ask for payment slip	1. Receive the Required documents and review for Completeness 2. Prepare Payment Slip	None	5 Minutes	BAC Staff Patricia Rose C. Kabiling
2. Proceed to FMD Accounting Section and present payment slip to secure Order of Payment	2.c/o FMD/Accounting Section	None	c/o FMD/ Accounting Section 10 Minutes	Accounting Section Staff Emerita Jurado
3. Proceed to FMD Cash Section Window and	3.c/o FMD/ Cash Section	(Please see table Below)	c/o FMD/ Cash Section 10 Minutes	Cash Section Staff Marc Anthony

Present Order of Payment and Cash / check for the issuance of Official Receipt (OR)				Velasco
4. Present the Official Receipt (OR)	1. Receive the Official Receipt and make copy. Prepare the bid Documents	None	10 Minutes	BAC Staff Patricia Rose C. Kabling
Totals			35 Minutes	

*Evaluation / Retrieval period may vary depending on the bidder's concern and document/s.

Bid Document Fee

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1 Million to 5 Million	5,000.00
d. More than 5 Million up to 10 Million	10,000.00

5. Recovery and Reintegration Program for Trafficked Persons (RRPTP)

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

Office or Division	Community-Based Services Section (CBSS)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C)
Who May Avail	1 Victim-survivor of trafficking 2 Families of the victim survivor of trafficking 3 Witness of cases of human trafficking 4 Communities within incidence of human trafficking

Checklist of Requirements	Where to Secure/Submit
I. Case Management	
1. Referral Letter from Social Welfare Attaché offices. If there is any	Social Welfare Attaché
2. Travel Documents	Respective Philippine Embassy per country
3. Valid ID	Department of Foreign Affairs
4. Intake-form, if there is any	Local Social Welfare and Development Office
II. Support for Victim-Survivors / Witness and Transportation Assistance	
1. Social Case Study Report	Referring Local Social Welfare and Development Office (LSWDO) / DSWD Provincial Extension Office (DPEO)
2. Any Valid Identification card of the client person to be interviewed (2 Photocopy)	BIR, Post Office, DFA, SSS, UMID, GSIS, Barangay Hall, Local Police Station and Municipality
3. Official Receipt to support the expenses they incurred for board and lodging	Place where the victim-Survivor/witness stayed
III. Medical Assistance	
1. Social Case Study Report	Referring Local Social Welfare and Development Office

6. Local in- Kind Donations Facilitation

The Department accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated as its purpose states.

To safeguard the health of the people and maintain the dignity and quality of the items provided to the affected families of individuals, NO RECEIPT policy of the following items is strictly implemented:

- a. Used clothing (as per Republic Act 4656)
- b. Food stuff with expiration date below 12 months from the date of acceptance

Office or Division	Regional Resource Logistics Management Section
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	All

Checklist of Requirements	Where to Secure/Submit
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None required	None required
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CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to RRLMS Office	1. Lead the Donors to the Donation Unit Office	None	1 minute	DSWD FO 3 extension office security guard or main building entrance security guard
2. Provide details of the donations; Name of donor/ organization contact details, kind of donation?	2.Record the details provided by the donor	None	10 minutes	DSWD FO 3 Donation Facilitation Officer or RRLMS Receiving Officer
3.Present the donations to the assisting officer witness the inspection and wait until the inspection is done	3.Conduct Visual Inspection and determine whether to accept or reject donation/s.	None	30 minutes to 1 hour (depending on the number of donated items)	Donation Facilitation Officer
4.Wait for the acknowledgement receipt to be provided as a proof of donations	4.List the donated items and quantity Issue acknowledgment of Receipt	None	15 minutes	Donation Facilitation Officerx
Total			1hr, 26 minutes	

7. Donor's Certificate of Donation

Office or Division	Accounting Section – Regular Program
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Donors of Cash and in kind Donations

Checklist of Requirements		Where to Secure/Submit		
1. Electronic copy of request for certificate of Donation (DSWD-FMS-AD No.2)		1.1 Download and print the request form from http://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of accounting Division for the request form 1.3 Schedule of request: Monday – Friday, 9:00am – 5:00pm		
2. Electronic copy of the supporting documents; 2.1 Deed of Donation or any documents showing proof of donations; 2.2 Official Receipt for cash donations; or 2.3 Acknowledgement receipt and delivery receipt for donations		Requesting Party/ Donor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and print the request form https://www.dswd.gov.ph/Download under forms tab; or personally go to the office of accounting section for the request form	1.1 The accounting Division shall issue the request form	None	1 minute	Donor Administrative Officer II- Accounting Section Staff
2. Fill-up the printed electronic copy of Request Form (DSWD-FMS-AD No.2)		None		Donor
3. Scan the filled-up form and email together with the supporting documents to accounting.fo3@Dswd.gov.ph ; or personally present the filled-up form together with the supporting documents to the Accounting Section	3.1 The Accounting Section staff shall receive and ensure the completeness of request form and required supporting documents	None	3 minutes	Accounting Section Staff-

8. Filling-up of Vacant Permanent Position

Office or Division	Human Resource Management and Development Division			
Classification	Highly Technical (multi-stage processing)			
Type of Transaction	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, or Hiring Offices)			
Who may avail	All interested applicants (External and Internal)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements/ application for a particular vacant position			Client HRPPMS Official Email Account (recruitment.fo3@dswd.gov.ph)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Posting of Notice of Vacancy in three (3) conspicuous places in DSWD FO 3 Bulletin Board, Recruitment, Selection and Placement (RSP) Official Social Media Account and DSWD Website; Submission of request for publication to CSC Bulletin of Vacant Positions	None	10 days	HRMDD-HRPPMS RSP Screening Officer
Submit or Send the application/set of documents to HRMDD-HRPPMS	Receive and acknowledge the application/documents submitted or sent by the client/applicant	None	15 minutes (counted as 1 day)	Applicant HRMDD-HRPPMS RSP Screening Officer
Upon the closing/deadline of submission of applications, wait for the result of HRPPMS-RSP	Evaluation of applications based on the CSC Minimum Qualification Standards of the position	None	1 day (may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Screening Officer

evaluation on your application				
	The Screening Officer will consolidate the list of all qualified applicants for background checking and further endorsement to the Test Administrator	None	1 day (may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Screening Officer
<p>- Qualified and Cleared applicants shall receive invitation for the Initial Qualifying Test (IQT)</p> <p>- Not qualified applicant and/or applicant with adverse findings in background investigation, shall receive a regret letter/phone call/text message</p>	Invitation to the Qualified Applicants for the Initial Qualifying Test	None	1 day (the exam will be scheduled 3 days after the date of advice and may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Test Administrator
Qualified Applicants to take the IQT	IQT Administration	None	31 minutes (counted as 1 Day)	HRMDD-HRPPMS RSP Test Administrator
<p>-If the applicant passed the IQT, he/she will proceed to the Technical/Skill-Based Exam</p> <p>-If not, he/she will no longer proceed to the next level of assessment</p>	Technical/Skill-Based Exam Administration	None	3 Hours and 15 Minutes (based on the difficulty of the examination)	HRMDD-HRPPMS RSP Test Administrator Hiring Office/Division/Section
	Hiring Office/Division/Section to check the Technical/Special Skill-Based Exam	None		HRMDD-HRPPMS RSP Test Administrator Hiring Office/Division/Section

If the applicant passed the Skill-Based exam, he/she will proceed to the Initial Interview/Behavioral Assessment	Initial Interview/Behavioral Assessment	None	30 Minutes (counted as 1 Day)	HRMDD-HRPPMS RSP Recruitment Specialist
	Preparation and submission of Longlist of Applicants to the Human Resource Merit Promotion and Selection Board (HRMPSB) for shortlisting	None	4 days (may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Recruitment Specialist
	HRMPSB will convene for shortlisting by evaluating and assessing the longlisted applicants' qualification based on the prescribed Qualification Standards, Education, Training and Experience (ETE), results of Background Checking, IQT, Skill-Based Exam, Initial Interview/Behavioral Assessment and other preferred requirements	None	1 Day (may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Recruitment Specialist Hiring Office/Division/Section HRMPSB
Shortlisted applicants shall receive invitation for panel interview Non-shortlisted applicants shall receive a regret letter/phone call/text message	Scheduling and invitation for Panel Interview	None	1 Day (may be extended based on the HRMPSB's schedule and availability)	HRMDD-HRPPMS RSP Recruitment Specialist
Shortlisted Applicants to attend	Actual Panel Interview	None	1 hour (may be extended)	HRMDD-HRPPMS RSP Recruitment

Panel Interview			based on the number of applicants) (counted as 1 day)	Specialist Hiring Office/Division/Section HRMPSB
	Preparation of the minutes of HRMPSB deliberation/resolution	None	5 days (may be extended based on the number of applicants)	HRMDD-HRPPMS RSP Recruitment Specialist
	Submission of the minutes of deliberation/resolution to HRMPSB for validation and signature	None	3 days (may be extended based on the number of applicants and HRMPSB's schedule and availability)	HRMDD-HRPPMS RSP Recruitment Specialist HRMPSB
	Resolution with the final shortlist of applicants for final action/selection of the Appointing Authority	None	3 days (may be extended based on the Appointing Authority's schedule and availability)	Appointing Authority
Non-Selected applicant/s will receive a phone call/text message/regret letter on the final result of application	Issuance of Regret Letter to the non-selected applicant/s Issuance of Appoint Requirements to the selected applicant	None	1 day (may be extended based on the availability of signatory)	Appointing Authority HRMDD-HRPPMS RSP Recruitment Specialist
TOTAL				38 DAYS

9. Submission of Application for Vacant Position

Office or Division	Human Resource Planning and Performance Section (HRPPMS)
Classification	Simple
Type of Transaction	G2C - Government to Transacting Public / G2G –

	Government to Government (Internal/DSWD Employee Applicants, or Hiring Offices)
Who May Avail	All Interested Applicants

Checklist of Requirements	Where to Secure/Submit
1. Application letter addressed to Regional Director Marites M. Maristela CESO III	Applicant
2. Updated Resume / Curriculum Vitae/ Personal Data Sheet	Applicant
3. Diploma and Transcript of Records	Applicant / Graduate School or University
4. Clearance from previous work/s	Applicant / Previous Employer/s
5.NBI Clearance	Applicant / National Bureau of Investigation (NBI)
6. Copy of Civil Service Eligibility and/or PRC License ID/ Board rating (if Applicable)	Civil Service Commission (CSC) or Professional Regulation Commission (PRC)/ Supreme Court (SC) for position/s involving practice of profession
7. Recommendation / Endorsement Letter from immediate supervisor (for internal staff)	Immediate supervisor (Internal Staff)

A. Online Application

Client Steps	Agency Actions	Fees to be Paid	Progressing time	Person Responsible
1.To view the job posting, the applicant may access the DSWD website (www .fo3.dswd.gov.ph) and/or the DSWD Field Office III Recruitment, Selection and Placement (RSP) Facebook page (facebook.com/ dswdfo3recruitment)		None	1-2 minutes	Applicant
2.Browse the desired position listed in the vacancies		None	2-3miutes	Applicant
3. Proceed to the personal email account and accomplish the basic information: <ul style="list-style-type: none"> • Highest Educational attainment • Course/Degree 	32	None	3-5minutes	Applicant

<ul style="list-style-type: none"> No. or years of relevant training Contact details 				
4. Attach the applicant letter, requirement and other pertinent documents and send to RSP official email Account (recruitment.fo3@dswd.gov.ph)	Receive the application /documents Sent by the client/ applicant	None	2-3minutes (counted as 1 day)	Applicant HRMDD HRPPMS RSP Screening officer
	Upon the closing/deadline of submission of applications, the RSP Screening Officer will acknowledge the receipt of online application *Job Order and COS/MOA position/s: 5 days publication *Contractual and Permanent position/s: 10 days publication	None	2-3 minutes (may be extended based on the volume of applications)	HRMDD- HRPPMS RSP Screening Officer
	Evaluation of application based on the CSC Minimum Qualification Standards of the position	None	15 minutes	HRMDD- HRPPMS RSP Screening Officer
	The Screening Officer will consolidate the list of all qualified applicants for background checking and further endorsement to the Test Administrator	None	2-3 hours, counted as 1 day (may be extended based on the volume of applications)	HRMDD- HRPPMS RSP Screening Officer
	Invitation to the Qualified Applicants for the next level of assessment - Qualified and Cleared applicants	None	1 day (the exam will be scheduled 3 days after the date of advice and may be extended)	HRMDD- HRPPMS RSP Test Administrator

	shall receive invitation for the Initial Qualifying Test (IQT) - Not qualified applicant shall receive a regret letter/phone call/SMS		based on the volume of applications)	
TOTAL			3 Days	<i>It may be prolonged based on internet speed and connection</i>
WALK-IN APPLICATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the office Human Resource Planning and Performance Management Section (HRPPMS) for the submission of application		none		Applicant
Submit the application and required documents to HRMDD-HRPPMS-Recruitment, Selection and Placement (RSP)	Accept the application/documents submitted by the applicant for endorsement to the RSP Screening Officer	none	3-5 minutes	HRPPMS Admin. Staff
	Review and check the completeness of the documents submitted *If incomplete, application will be returned to the applicant and will be advised to send online thru recruitment.fo3@dswd.gov.ph *If with complete documentary requirements, the Screening Officer will accept the documents	none	5-10 Minutes (counted as 1 day)	HRMDD-HRPPMS RSP Screening Officer
	Upon the closing/deadline	none	15 minutes (may be	HRMDD-HRPPMS RSP

	of submission of applications, the Screening Officer will review and validate the submitted documents based on the CSC Minimum Qualification Standards		extended based on the volume of applications)	Screening Officer
	The Screening Officer will consolidate the list of all qualified applicants for background checking and further endorsement to the Test Administrator	none	2-3 hours, counted as 1 day (may be extended based on the volume of applications)	HRMDD-HRPPMS RSP Screening Officer
	Invitation to the Qualified Applicants for the next level of assessment - Qualified and Cleared applicants shall receive invitation for the Initial Qualifying Test (IQT) - Not qualified applicant shall receive a regret letter/phone call/SMS	none	1 day	HRMDD-HRPPMS RSP Test Administrator
TOTAL			3 days	<i>It may be prolonged based on the quantity of transaction received</i>

10. Obtaining Social Welfare and Development (SWD) Data and Information (FO)

The SWD data and information is provided to internal and external research who are requesting current and secondary SWD data and statistics from the Department. Request 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:

- Secondary Data (statistics, reference materials, etc.) from any of the offices, divisions, sections and units within the department. Secondary data refers to that has already been consolidated and/or published by DSWD and readily available as public document.
- Observation 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 to the study, researcher, shall secure the consent of Center head/client/ the beneficiary.
- Briefing/interview/orientation session with key focal person in the Field Office on general information about DSWD programs, policies and projects. The Department, however, discourages request for "Practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable item taken away from the personnel when accommodating student researchers.
- Conducting of surveys with DSWD employees about the subject matter that do not directly concern the Department ~~30~~ or not related to the Department's Program operations
- Studies conducted by the consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researcher, however, shall adhere on the policies in undertaking research and evaluation studies as stipulated in the guidelines for Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy and Plans Division (PPD)
Classification	Complex
Type of Transaction	G2C- Government to Citizen G2G-Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations of research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the department
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Request	Provided by the requesting party

11. Replication of Completed Social Technologies

The Social Technology Unit conducts social marketing activities, regional ST Expo and other advocacy/promotional activities targeting the local Chief Executives, Sangguniang Panglungsod/Bayan, Local Social Welfare and Development Office and other intermediaries

to replicate the completed social technologies of the Department. Intermediaries who express interest to replicate social technologies may request for technical assistance through trainings deepening sessions, site visits and other related activities directly to the Social Technology Unit.

Office or Division	Social Technology Unit
Classification	Highly Technical
Type of Transaction	G2G-Government to Government
Who may avail	Local Government Units, Non-Government Organizations, People's Organizations and Others
CHECKLIST OF REQUIREMENTS	
Letter of Request, Expression of Interest, Draft MOA, SB/SP Resolution and AIP	Not Applicable

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify Expression of Interest (EOI) to replicate completed social technologies during the conduct of national and Regional ST Expo, Coffee sessions, consultation meetings, conference and symposia	Include/Input in the existing database system Consolidate the list of LGUs with EOIs for the following. Furnish copy of the draft memorandum of agreement; and sample Sanggunian Panglungsod/ Bayan Resolution/ Bayan Resolution thru email	None	1 day	SWO I/ Admin Assistant II
2. LGU request the Social Technology Unit/Social Technology Bureau for technical assistance for deepening and training on completed social technologies.	Incoming staff receives and encodes in the CTRIS the TA request. Incoming staff forwards the said TA request to the head of Office.	None	15 mins 15mins	Admin Assistant II Admin Staff of STU Office

12. Assistance to Individuals in Crisis Situation (AICS)

The Assistance to Individuals in Crisis Situation (AICS) is provision of integrated services to individuals and families in crisis or difficult situation through the Department's Central Office/ Field Offices' Crisis Intervention Unit/Section (CIU/CIS) and Social Welfare and Development (SWAD) Satellite Office. The Beneficiaries of the program may seek assistance directly from the CIU/CIS or SWAD or through referral.

Office or Division	Crisis Intervention Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Individuals and/or Families who are Indigent, vulnerable and disadvantaged or are otherwise in crisis-situation based on the assessment of the Social Worker.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance	
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Barangay Indigency (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary
Social Case Study Report (1 original)	Licensed Social Worker from any government (City of Social Welfare and Development/ Municipal of Social Welfare and Development)/ non-government welfare agencies.
Medical Certificate or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months) (1 original, 1 photocopy)	Hospital – Medical Records Section Clinic – Attending Physician
If payment for Hospital Bill – Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (issued within 3 months) (1 original, 1 photocopy)	Hospital – Billing Section
If for Medicines/Assistive devices – Prescription with date of issuance, complete name, signature and licensure number of the attending physician (issued within 3 months)	Hospital - Doctor

(1 original, 1 photocopy)	
If for Medical Procedures – Laboratory requests with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months) (1 original, 1 photocopy)	Hospital – OPD Section
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Burial Assistance	
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Barangay Indigency (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary
Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy)	PSA/ Local Civil Registrar
Funeral Contract (except for Muslim and Indigenous People performing customary practices) (1 original, 1 photocopy)	Funeral Hall – Front Desk Secretary
For Transfer of Cadaver	
Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy)	PSA/ Local Civil Registrar
Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable (1 original, 1 photocopy)	Municipality – Health Office Section
Educational Assistance	
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Validated School I.D of the student (2 photocopy)	School Admin Office – Registrar Section
Enrollment Assessment Form or Certificate of Enrollment or Registration (1 original, 1 photocopy)	School Admin Office – Registrar Section

Statement of Account for College Student (1 original, 1 photocopy)	School Admin Office – Accounting Section
Barangay Indigency (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary
Food Assistance	
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Barangay Indigency (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary
For residents/clients in CRCFs:	
Project Proposal (1 original, 1 photocopy)	Centers and Residential Care Facilities
Food Distribution List (1 original, 1 photocopy)	Centers and Residential Care Facilities
Cash Assistance for other support services	
Any Valid Identification card of the client person to be interviewed (2 photocopy)	BIR/Post Office/DFA/SSS/UMID/GSIS/Barangay Hall/ Local Police Station/Municipality/LTO/COMELEC/NBI
Depending on the circumstance of the client:	
Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims (1 original, 1 photocopy)	Police Station – Front Desk Officer Municipality - Bureau of Fire Protection Unit Barangay Hall
Passport, Travel Document(s), Certification from OWWA or the Barangay or any proof of repatriation by the OF (1 original, 1 photocopy)	DFA/OWWA/Philippine Embassy/Consulate
A certification from the Social Worker or Case Manager for rescued clients (1 original, 1 photocopy)	Municipality – CSWD/MSWD
Police Blotter (for victims of pick pocket, illegal recruitment, etc.) and Social Worker Certificate for Victims of On-Line Sexual Exploitation of Children (1 original, 1 photocopy)	Police Station – Front Desk Officer CSWD/MSWD – Women and Children Protection Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Queue Number, Screening of documents	Issuance of queue number	None	5 minutes	CIU Administrative Staff

	Encoding of the client's information in online Data Tracking System If the documents are not complete the client will be asked to comply			
Interview, Assessment and recommendation	CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed.	None	25 minutes	<i>CIU Social Worker</i>
Review and Approval of the Designated Approving Officers Guarantee Letter Signatories for threshold amount: ₱10,000.00 – CIU Head ₱10,001.00 to ₱50,000.00 – Division Chief ₱50,001.00 to ₱75,000.00 – ARDO ₱75,001 to ₱150,000.00- Regional Director	Checking the completion of documents as well as the assessment and recommendation of the worker	None	10 minutes Within the 3 working days (Depending on the availability of the approving officers)	<i>CIU Head</i> <i>Division Chief</i> <i>ARDO</i> <i>Regional Director</i>
Release of Assistance: Cash Outright (₱10,000.00 and below)	The entitled client shall claim the	None	8 minutes/ or depending on the availability of	<i>a. Disbursing Officer</i>

Guarantee Letter addressed to the service provider (₱10,000.00 to ₱50,000.00)	designated disbursing officer within the day or depending on the availability of funds. The Social Worker will issued a Guarantee Letter shall be addressed to the service providers.		funds 10 minutes/ or depending on the availability of funds	, FMS b. CIU Admin Staff
Guarantee Letter (₱50,001.00 to ₱75,000.00)	The Social Worker will issued a Guarantee Letter shall be addressed to the service providers maximum for (3) three days or depending on the availability of funds.		11 minutes/ or depending on the availability of funds	
Guarantee Letter (₱75,001.00 to ₱150,000.00)	The Social Worker will issued a Guarantee Letter shall be addressed to the service providers maximum for (7) seven days or depending on the availability of funds.		22 minutes/ or depending on the availability of funds	
TOTAL			3 days, 1 hour and 31 minutes	

13. KALAHI-CIDSS NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM

Office or Division	KC – NCDDP
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Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizens G2G – Government to Government	
Who may avail	Eligible Local Government Units (Municipalities)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Municipal Memorandum of Agreement on NCDDP.		Municipal Local Government Unit
Municipal Resolution expressing official acceptance of the implementation of the NCDDP.		Municipal Local Government Unit
Executive Order creating or reactivating the MIAC and MCT		Municipal Local Government Unit
Special Order installing the ACT and MCT as special projects unit within the MLGU.		Municipal Local Government Unit
Special Order designating an LGU staff as the NCDDP focal person.		Municipal Local Government Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation (Stage 1)				
Participate in The Municipal Orientation	Conduct the Municipal Orientation Prepare enrollment documents (Municipal MOA, resolution, EO, SO)	None	1 day	PDO IV, PDO III, M&E III, FA III
Provide information requested during the Social Investigation.	Conducts the Social Investigation	None	20 days	PDO IV, PDO III, FA III, Area Coordinator, Community Facilitator
Participate in the 1st barangay assembly (community consultation).	Orient community members on the program design, implementation process and arrangement. Facilitate criteria based and task-informed identification and selection of volunteers for the Participatory Situation Analysis	None	15 days	Community Facilitator

	(PSA). Facilitate formation of the Barangay Grievance Committee			
Participate in the Participatory Situation Analysis (PSA)	Conduct planning and meeting with the MLGU to ensure participation Conduct the municipal meeting Conduct the barangay PSA Workshop Present PSA results to the barangay Assembly Facilitate approval of the PSA results, criteria for selecting the barangay representation team (BRT) and the project preparation team (PPT) Conduct meeting with the BRT and PRT to prepare them for the Criteria Setting Workshop and Project Development Workshop (PDW)	None	40 – 45 days	PDO IV, Area Coordinator, Community Facilitator
Community Planning and Project Proposal Development (Stage 2)				
Participate in the criteria-setting workshop	Facilitate discussion among community volunteers of local and broad municipal level poverty conditions and their causes, informed by community discussions of local poverty conditions and potential solutions, based on	None	5 days	Area Coordinator

	<p>the PSA activities</p> <p>Facilitate agreement on a list of critical poverty issues that need to be addressed at the community level, based on the results of the PSA problem analysis and informed by existing development plans and available local resources</p> <p>Facilitate consensus on the broad development vision and/or key directions that will guide development investment.</p> <p>Facilitate agreement on (i) a set of development criteria for selecting the most appropriate and responsive development interventions to address identified poverty issues in the MIBF for prioritization, and; (ii) the process, procedures, and rules of decorum on the conduct of the MIBF</p>			
Participate in the 3rd barangay assembly	<p>Provide feedback on the discussion and agreements from the CSW</p> <p>Facilitate agreement on the final community subproject to be proposed for support under the NCDDP</p>	None	15 days	Community Facilitator

Participate in the Municipal Inter Agency Committee (MIAC) Review	Facilitate review by MIAC members of final subproject proposals, designs and cost estimates, and other RFR documents, for endorsement to the MIBF for prioritization.	None	3 days	Area Coordinator
Participate in the 4 th Barangay Assembly	Facilitate approval and endorsement by the BA of the Project Proposal to the MIBF for participatory Resource Allocation.	None	15 days	Community Facilitator
Participate in the Participatory Resource Allocation at the municipal level (MIBF)	Facilitate prioritization of subprojects for support by the NCDDP, identification of municipal local counterpart project, and programming of interventions proposed to be supported by the NCDDP and other NGAs, to address problems and raised during the PSA (LGU-NGA matrix of PPAs), for succeeding cycles.	None	5 days	Area Coordinator, Technical Facilitator, Municipal Finance analyst
Community-managed Implementation and Organization Formation and Development (Stage 3)				
Participate in meetings called regarding sub-project implementation	Prepare the Community for subproject implementation.	None	5 days	PDO IV, PDO III, FA III, Area Coordinator, Community Facilitator
Complete community sub-projects on time and within specified quality and cost.	Monitor completion of the sub-project implementation and provide technical assistance	None	120 –180 days	Area Coordinating Team
Accessing of Fund: Process of Request for Fund Release (Included in the 120-180 days allocation for Completion of sub-projects).				
	Conduct Initial	None	5 days	Area Coordinator,

Preparation Request for Fund Released (RFR) Package.	review as to completeness and validity of supporting documents. Area Coordinator will sign the RFR Slip then endorse the request to Regional Program Management Office for review.			Technical Facilitator, Municipal Financial Analyst
	Upon receipt from ACT, RPMO will conduct Final Review of the documents.	None	5 days	RCDS, RCIS and RFA
	RPMO will send good RFR to Accounting Unit for processing and to Cash Unit for downloading of RFR.	None	5 days	SOE and AA-III Cash
General Disbursement Process of Community Disbursement Voucher (Included in the 120-180 days allocation for Completion of sub-projects).				
Preparation and review of Disbursement Voucher by Barangay Treasurer.	Assist the Barangay Treasurer in completing needed attachments	None	20 minutes	Community Facilitator
Review and approve Disbursement Voucher and sign Check.	Assist Barangay Sub-Project Management Committee Chairperson in final review of voucher.	None	10 minutes	Community Facilitator
Sign the Check as co-signatories of Community Bank Account.	Review the details of check.	None	20 minutes	Municipal Financial Analyst
Forward the reviewed disbursement Voucher to Area Coordinating Team	Review as to completeness, correctness and consistency of supporting documents.	None	20 minutes	Municipal Finance Analyst Municipal Finance Analyst Area Coordinator
	Sign the Disbursement Voucher as reviewer	None	20 minutes	
			10 minutes	
	Review and Sign the	None		

	check			
Issue check to supplier / Encashment of check for petty cash.	Assist Treasurer in issuing /encashment of check.	None	10 minutes	Community Empowerment facilitator
Participate in activities of the community organization for operation and maintenance	<p>Establish community associations for Operations and Maintenance, and Sustainability of Completed sub- projects.</p> <p>Undertake Sustainability Evaluation Test (SET)for completed sub- projects</p>	None	40 – 60 days	Area Coordinating Team
Community Monitoring (Stage 4)				
Participate in accountability reporting	<p>Inform the community members on the status of the sub- project and for public disclosure of all aspects of the implementation including synthesis from GRS and actions taken.</p> <p>Review and assessment of commitments made and delivered by the MLGU and other stakeholders.</p>	None	2 days	Area Coordinating Team
Prepare action plan to resolve the adverse findings during the functionality audit and sustainability evaluation testing.	Assess functionality and utilization of completed sub-project, and quality of community sustainability activities including organizational effectiveness, financial management, physical-technical conditions, and benefits of sub-	None	3 days	Area Coordinating Team

	Projects.			
Total		None	18 months & 18 days	

14. Handling Pantawid Pamilya Grievances

The Pantawid Grievance Redress System captures and resolves complaints and queries about the program, its implementation on the beneficiaries. Grievances are addressed and solved at the national, regional, provincial and municipal levels depending on the type of complaint. Grievance Officers are assigned per cluster in the province to assist in addressing Pantawid related concerns.

Office or Division	Pantawid Pamilyang Pilipino Program – Grievance Redress System		
Classification	Simple to Highly Technical		
Type of Transaction	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Not Applicable		Not Applicable	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's submission of Grievance – complainant's submission of grievance through various channels (i.e. Text, Snail Mail, Phone Call, Email, etc.). Client can be pantawid and non-pantawid members such as government officials, partner agencies, and civilians who have complaints, concerns and suggestions to improve the program.	Recording Grievance is recorded using a web-based GRS Application System.	None	35 minutes	Pantawid Staff (Grievance Officers, Municipal Links, Social Welfare Assistants)
	Distribution The system assigns a reference number and case is distributed to appropriate level/office	None	1 day	
	Fact Finding Upon receipt of the recorded grievance, the concerned office	None	4 days	Pantawid Staff (Grievance Officers, Municipal Links,

	shall conduct a fact-finding activity to gather relevant information. Fact finding includes reviewing of the client's background, validation in the area and interview of concerned citizens, partner and staff.			Social Welfare Assistants)
	Resolution Once facts are established, resolution is provided in line with the established GRS guidelines.	None	1 day	Pantawid Staff (Provincial Team Leader, Provincial Links, Admin Officers, Grievance Officers, Municipal Links, Social Welfare Assistants)
	Feedback Complainant and relevant entities are informed of the outcome of the case	None	3 hours	Pantawid Staff (Grievance Officers, Municipal Links, Social Welfare Assistants)
The complainant may appeal if not satisfied with the outcome. Appeal is available within a 30-day holding period	Appeal Repeat steps 1-4 of the agency's actions	None	5 days	Pantawid Staff (Grievance Officers, Municipal Links, Social Welfare Assistants)
	Final Feedback A feedback is provided after a final decision has been made relative to the appeal filed by the complainant	None	3 hours	Pantawid Staff (Grievance Officers, Municipal Links, Social Welfare Assistants)

TOTAL		None	11 days, 6 hours and 35 minutes	
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15. Handling of Compliance Verification Forms of Pantawid

Compliance Verification forms are tool used to report the compliance of the Pantawid beneficiaries to the conditions as reference to the amount of cash grants they should receive on the next payout.

Office or Division	Pantawid Pamilyang Pilipino Program – Compliance System		
Classification	Simple to Highly Technical		
Type of Transaction	G2C – Government to Citizens G2G – Government to Government		
Who may avail	Pantawid beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Not Applicable		Not Applicable	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Pantawid beneficiaries complies with the conditions to education, health and Family Development Session to receive cash grants in full.	Generation of Tables, Crystal Report, Random Inspection of Generated CV Forms, Conversion to PDF per Region and Sending of CV Forms to Regional Offices	None	5 Days	National Project Management Office
	Printing of CV Forms	None	5 Days	RPMO
	Distribution of CV Forms to City/Municipal Links and to our Partner Agencies (DepEd and DOH).	None	14 Days	Compliance Verification Officers and Social Welfare Assistants
	Accomplishment and Encoding of CV Forms by the City/Municipal Links and our Partner	None	14 Days	City/Municipal Links and Partner Agencies (DepEd and DOH)

	Agencies (DepEd and DOH).			
	The Social Welfare Assistants retrieves and reviews the forms accomplished by the City/Municipal Links and our Partner Agencies (DepEd and DOH).	None	3 Days	Social Welfare Assistants
	The Social Welfare Assistants submits the CV Forms at the extension offices.	None	3 Days	Social Welfare Assistants and Compliance Verification Officers
	The CV Forms are reviewed by the Compliance Verification Officers to ensure the completeness and correctness of data	None	5 Days	Compliance Verification Officers and Pantawid Encoders
	The CV Focal Persons and Regional Focal Persons recommend the encoded CV Forms for payroll generation.	None	2 Days	Compliance Verification Officers and RPMO
Total		None	51 Days	

16. Handling of Pantawid Beneficiary Update Information

Beneficiary Updates System records and updates the status or condition of the pantawid beneficiaries. It captures, validates, records, and reports changes in the data of the beneficiary.

Office or Division	Pantawid Pamilyang Pilipino Program – Compliance System
Classification	Simple to Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may avail	Pantawid beneficiaries
CHECKLIST OF REQUIREMENTS	
Birth Certificate	Philippine Statistics Authority

Marriage Certificate Death Certificate School Certificate Health Certificate Bus Form 5	Philippine Statistics Authority Philippine Statistics Authority Department of Education/School Facility Department of Health/Health Facility Municipal Links/Parent Leaders
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Grantee or a member of the household reports change/s in the status of the household roster and members, fills out the BUS Form 5 and attaches supporting documents to the Parent Leader/Municipal Link and keeps the Updating Acknowledgement Receipt (UAR) signed.</p> <p><i>The length processing time depends on the access of the Person Responsible and recommendation of update in the information system as the approval of updates is bimonthly.</i></p>	<p>Receives updates, reviews accomplished BUS Form 5 and supporting documents</p> <p>Signs the BUS Form 5 and the UAR if the update is valid and the documents are complete</p> <p>Encodes the updates if it can be encoded through offline BUS</p> <p>Sends all update documents to the POO for processing if cannot be encoded through offline BUS</p> <p>Ensures that offline data used in the Offline BUS is updated</p>	None	1 Day	Municipal Link/Social Welfare Assistant
	<p>Receives updates, reviews the accomplished BUS Form 5 and supporting documents.</p> <p>Encodes the updates in the online BUS if the update is valid and the documents are complete (except change of grantee) For Offline Encoding</p>	None	1 Day	Cluster Beneficiary Data Officer

	<p>Consolidates and reviews the electronic offline data encoded and endorsed by C/MLs or SWAs.</p> <p>Provides the updated offline data to the C/MLs</p>			
	<p>For change of grantee, receives and reviews the accomplished BUS Form 5 and documents submitted by the CBDO and encodes in the online BUS.</p> <p>Provides feedback to POO/CBDO on the endorsed update. If supporting documents are incomplete, return to POO for appropriate action.</p> <p>For offline encoding, consolidates and review the electronic offline data endorsed by CBDOS.</p> <p>17 - Recommends update for RD's approval</p>	None	1 Day	Regional Beneficiary Data Officer
	<p>Provides technical assistance to the RBDO in the updating process especially during the encoding</p> <p>Pushes the consolidated offline updates to the PPIS; returns the unsuccessful encoded update to the RBDO, if any;</p> <p>Generates and provides updated offline data to the RBDO</p> <p><i>Note: Erroneous/questionable/disapproved Updates will be noted in the database and shall be put in a list with corresponding remarks or reason for being disapproved. The ICTMS will keep track and retain all transactions made for beneficiaries and the responsible person/s who have affected the change/s. This is necessary for auditing purposes and to have proper record or case management activities.</i></p>	None	1 Day	Regional Information Technology Officer (RITO)
	<p>5.1 - Conducts rapid quality check on</p>	None	1 Day	Information

	the pushed offline data			Management Bureau
	6.1 - Facilitates any updates that cannot be processed at the regional level due to the limitations in their access, policy and guidelines	None	14 Days	BDMD-NPMO
TOTAL		None	19 Days	

17. SLP Referral Management Citizen's Charter

Office or Division	Sustainable Livelihood Program – Regional Program Management Office (SLP-RPMO Grievance and Referrals)
Classification	Simple
Type of Transaction	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail	All qualified program participants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Supporting Documents as necessary: Filled-up SLP Referral and Grievance Form.	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients	Brief Orientation on SLP Processes and address queries	None	5 minutes	Special Project Focal Officer Joan R. Ayson
	Fill-out Request Form		5 minutes	Client
	Classification of the request		3 minutes	Special Project Focal Officer Joan R. Ayson
	Data encoding of client's profile		5 minutes	Special Project Focal Officer Joan R. Ayson / SLP DPEO Field Staff

	Prepared request for Name-Matching with Pantawid PPIS and Listahan Database		3-5 working days	Special Project Focal Officer Joan R. Ayson NHTU Focal
	Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		3 working days	Special Project Focal Officer Joan R. Ayson / SLP DPEO Field Staff
Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	Classification of the request	None	3 minutes	Special Project Focal Officer Joan R. Ayson
	Validating of lacking information of the client/s as necessary		5 minutes	Client
	Data encoding of client's profile		5 minutes	Special Project Focal Officer Joan R. Ayson
	Prepared request for Name-Matching with Pantawid PPIS and Listahan Database		3-5 working days	Special Project Focal Officer Joan R. Ayson NHTU Focal
	Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		3 working days	Special Project Focal Officer Joan R. Ayson / SLP DPEO Field Staff
Inquiries and Applications through Email, Social media, Phone calls and sms	Fill-out Request Form	None	5 minutes	Special Project Focal Officer Joan R. Ayson
	Classification of the request		3 minutes	Special Project Focal Officer Joan R.

				Ayson
	Validate and gather lacking information of the client/s as necessary		5 minutes	Special Project Focal Officer Joan R. Ayson
	Prepared request for Name-Matching with Pantawid PPIS and Listahan Database		3-5 working days	Special Project Focal Officer Joan R. Ayson NHTU Focal
	Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		3 working days	Special Project Focal Officer Joan R. Ayson
TOTAL		None	3 days and 50 Minutes	

18. SLP Grievances Management Process Citizen's Charter

Office or Division	Sustainable Livelihood Program – Regional Program Management Office (SLP-RPMO Grievance and Referrals)		
Classification	Highly Technical (requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.		
Type of Transaction	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Supporting Documents as necessary: SLP Referral and Grievance Form Complaint letter		None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Walk-in clients	Initial interview of the complainant	None	10 minutes	Special Project Focal Officer Joan R. Ayson
	Fill-out of Grievance Form		10 minutes	Client
	Data encoding of client's profile		5 minutes	Special Project Focal Officer Joan R. Ayson
	Validating information to concerned Field Offices as necessary		10 minutes	Special Project Focal Officer Joan R. Ayson
	Classification of complaint		20 minutes	Special Project Focal Officer Joan R. Ayson
	Verify with concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide updates/feedback		3 Working days	Special Project Focal Officer Joan R. Ayson
Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline and other institutions	Classification of complaint	None	20 minutes	Special Project Focal Officer Joan R. Ayson
	Validate and gather of lacking information of the client/s as necessary		10 minutes	Special Project Focal Officer Joan R. Ayson
	Verify the complaint with the concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide update/feedback		3 working days	Special Project Focal Officer Joan R. Ayson
Grievances received through Email,	Validate and gather lacking information of the	None	5 minutes	<i>Special Project Focal Officer</i>

social media, phone calls and sms	client/s as necessary			<i>Joan R. Ayson</i>
	Classification of the request		20 minutes	<i>Special Project Focal Officer Joan R. Ayson</i>
	Verify the complaint with the concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide updates/ feedback		3 working days	<i>Special Project Focal Officer Joan R. Ayson</i>
TOTAL		None	9 Days, 1 Hour and 50 Minutes	

DSWD FIELD OFFICE 4-A

External Services

1. Submission of Application for Vacant Position

The vacant position/s in the Department is/are posted in the DSWD Website, DSWD and Civil Service Commission (CSC) Bulletin Boards. The employment status of the posted vacancies is indicated to be Permanent, Contractual, Casual, or Contract of Service (COS).

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Complex (Multi-Stage Process)			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Application letter addressed to the Head of Human Resource Management and Development Division		Internal Applicant		
<input type="checkbox"/> Duly accomplished Personal Data Sheet and Work Experience Sheet/ Comprehensive Resume		Internal Applicant		
<input type="checkbox"/> Transcript of Records/Diploma		Internal Applicant/Graduated School or University		
<input type="checkbox"/> Copy of Certificate of relevant trainings and seminars attended (if applicable)		Internal Applicant		
<input type="checkbox"/> Copy of Certified duly signed Individual Performance Contract Rating (IPCR) or its equivalent for external applicants with		Internal Applicant		
a Very Satisfactory rating during the last period (if applicable)				
<input type="checkbox"/> Copy of Civil Services and/or PRC License ID/Board Rating (if applicable)		Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving practice of profession.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Posting of Notice of Vacancy in three (3) conspicuous places in DSWD FO and DSWD Website; submission of request for publication to CSC Bulletin of Vacant Positions and JobStreet.	None	10 days	HRMDD-HRPPMS Recruitment, Selection and Placement
Submit the application/set of documents to HRMDDHRPPMS	Receive the application/ documents by the client/applicant	None	15 minutes (counted as 1 day)	Internal Applicant
Upon the closing/ deadline of submission of applications, wait for the result of HRMDS evaluation on your application	Evaluation of applications based on the CSC Minimum Qualification Standard of the position	none	3 days (may be extended based on the volume of applications)	HRMDDHRPPMS
<ul style="list-style-type: none"> - Qualified applicants shall receive invitation for the Initial Qualifying Test (IQT) - Not qualified applicants, shall receive a regret letter 	Invitation to the Qualified Applicants for the Initial Qualifying Test	None	3 days (may be extended based on the volume of applications)	HRMDD-HRPPMS
Qualified Applicants to take the IQT	IQT Administration	None	1 hour (counted as half day)	HRMDD-HRPPMS
- Shortlisted applicants who passed the IQT shall proceed for the Technical/	Technical/Special Exam Administration	none	3 Hours (counted as half day)	HRMDSHRPPMD

Special Exam				
	Hiring OBSU to check the applicants' technical exam answer sheets. Applicants who passed the cut-off score will be invited for a Panel Interview.	none	3 days	Hiring Office/Bureau/Service/Unit (OBSU)
Initial Shortlisted Applicants to attend Panel Interview	Actual Panel Interview	none	1 hour (may be extended based on the number of applicants) (counted as 1 day)	Hiring Office/Bureau/Service/Unit (OBSU)
	Submission of HRMPSB Resolution to Regional – Human Resource Merit Promotion and Selection Board (ROHRMPSB)	none	5 days	Hiring Office/Bureau/Service/Unit (OBSU)
	Endorsement of ROHRMPSB resolution with the final shortlist of applicants for final action/selection of the Appointing Authority	None	5 days (may be extended based on the Appointing Authority's schedule and availability)	Appointing Authority

	Issuance of Appointment/ Memorandum of Agreement	None	7 days (may be extended based on the Appointing Authority's schedule and availability)	Appointing Authority HRMDD-HRPPMS
TOTAL		40 days	<i>May be extended depending on the volume of transactions handled</i>	

2. Issuance of Certifications

This process involves provision of requested certifications based on their needs.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Request for Certifications		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for certifications	1.1. Receives the request by the clients/staff	None	10 minutes	HRMDD-HRPPMS
	1.2. Checks the completeness/ correctness of the information provided in the request form	None	10 minutes	HRMDD-HRPPMS

	1.3. If the reference documents are not readily available, informs requesting party that requested document/s be available.	None	3 days	HRMDD-HRPPMS
	1.4. Issues Certifications	None	10 minutes	HRMDD-HRPPMS
	1.5. Reviews and initial the COE	None	15 minutes	HRMDD-HRPPMS
	1.6. Approves and signs certifications	None	5 minutes	HRMDD-HRPPMS
	1.7. Informs the requesting party that the document is already available	None	5 minutes	HRMDD-HRPPMS
2. Claims/receives the requested documents			5 minutes	Client/requesting party
TOTAL			3 days, 1 hour	

3. Issuance of Clearance Certificates

This process involves securing Clearance Certificates to ensure settlement and/or proper turn-over of money, property and legal accountabilities.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Simple

Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Turn-over of documents		Client/staff		
<input type="checkbox"/> Divisions/Center/POO Clearance		Client/staff		
<input type="checkbox"/> Furniture and Equipment Transfer Slip (FETS)		Client/staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements	1. Receives the document	None	10 minutes	HRMDD-HRPPMS
	2. Checks the completeness/ correctness of the information provided in the request form	None	10 minutes	HRMDD-HRPPMS
	3. Print and Issue the Regional Clearance Certificate	None	20 minutes	HRMDD-HRPPMS
2. Receives and facilitate the signing of the Regional Clearance Certificate		None	7 days (may be extended based on the signatories schedule and availability)	HRMDD-HRPPMS
3. Submit and provide copy of the signed Regional Clearance Certificate	1. Receives the signed and approved Regional Clearance	None	15 minutes	HRMDD-HRPPMS

	2. Issue copy of the approved Regional Clearance Certificate	None	5 Minutes	HRMDD-HRPPMS
4. Receives copy of the approved Regional Clearance Certificate		None	5 minutes	HRMDD-HRPPMS
TOTAL			7 days, 1 hour, 5 minutes	(May be extended depending on the completion of signatures)

4. Issuance of Anti-Graft and Anti-Corruption Clearance

This process involves securing clearance as requirements for claims such as retirement, availment of scholarship and other claims.

Office or Division:	Human Resource Management and Development Division – Welfare Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Request for Certifications		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of request	1.1. Acceptance of Request letter	None	15 minutes	Officials and staff
	1.2. Verification if the employee has no AG-AC case	None	30 minutes	HRMDD-HRWS

	1.3. Issuance of Certification	None	30 minutes	HRMDD-HRWS
TOTAL			1 hour, 15 minutes	

5. Schedule of Conduct of Annual Physical Examination

The Annual Physical Examination (APE) is an inclusion in the health card benefits offered by the service provider. Health card holders are able to avail free medical examinations from accredited providers.

Office or Division:	Human Resource Management and Development Division – Welfare Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Request with schedule		Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<input type="checkbox"/> Dissemination of HMO schedule forms through email and IPM	None	30 minutes	HRMDD-HRWS
1. Accomplishment of APE request form	1. Consolidation of schedule and preferred clinic requests by the Division clerks/ POO Administrative Assistants	None	2-3 days	Officials and staff/ Division AAs
	2. Consolidation of schedule and preferred clinic requests by the HRMDD	None	1 day	Officials and staff

	3. Endorsement to the SWEAP-CO for HMO approval of preferred provider and date	None	1 day	HRMDD-HRWS
	4. Dissemination of approval/non-approval of preferred clinics to the concerned staff	None	3-5 days	HRMDD-HRWS
TOTAL			10 days , 30 minutes	

6. HMO Claims

This refers to the reimbursement and claims based on the approved terms and conditions between the Department and Medical Service Provider.

Office or Division:	Human Resource Management and Development Division – Welfare Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Accomplished Form Claims Reimbursement		HRMDD – HRWS		
<input type="checkbox"/> Medical Certificate indicating the diagnosis & procedure done (if any)		Claimant		
<input type="checkbox"/> Charge Slips or detailed itemized breakdown of charges (charges per item paid)		Claimant		
<input type="checkbox"/> Original receipt		Claimant		
<input type="checkbox"/> Police Report for cases of assault & vehicular accidents)		Police/Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.1. Accomplish claim forms and submission of requirements/ documents	1.1. Consolidation and checking of submitted documents	None	1 day	Officials and staff
	1.2. Endorsement to the SWEAP-CO through email	None	1 day	HRMDD-HRWS
	1.3. Endorsement to the SWEAP-CO through the Records Management Section	None	1 day	HRMDD-HRWS
	1.4. Evaluation of documents and attachments and processing of claims	None	10 days	SWEAP CO
	1.5. Acceptance of check and endorsement to the concerned staff	None	1-2 days	HRMDD-HRWS
2. Accomplish claim forms and submission of requirements/ documents	2.1. Consolidation and checking of submitted documents	None	1 day	Officials and staff
TOTAL			16 days	

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

The CLC is issued to current Officials and employees in the DSWD FO IV A CALABARZON, which certifies their unenjoyed leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and encode the details of the Leave Ledger in the Electronic Leave Card	none	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	Personnel Administration Section Focal Person
	Review the Electronic Leave Card vis-à-vis the Leave Ledger/ card	none	1 day and 4 hours	
	Reprinting of the corrected Electronic Leave Card, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	

	Review and Sign/initial the printed ELC and the CLC	none	2 days	PAS Focal PAS Section Head OIC/Chief, HRMDD
	Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the CLC issued	Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger/ card

8. Issuance of Certificate of Employment (COE) to Current Officials, Employees and Contract of Service (COS) Workers

The COE is issued to current Officials, employees, and COS Workers in the DSWD FO IV A CALABARZON, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Simple

Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well, if needed</i>) and submit to PAS	Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and check the FILE 201 if needed.	none	2 days, 5 hours (<i>may take longer hours depending on the period of retrieving files, if needed</i>)	Personnel Administration Section Focal Person
	Encode/check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	Review and Sign/initial the COE	none	2 hours	PAS Section Head OIC/Chief, HRMDD
	Inform the client that COE is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the COE issued	Provide one	none	10 minutes	<i>Incoming/Outgoing</i>

	originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form			Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

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

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish HRMDD-PAS Request Form <i>(write contact details as well, if needed)</i> and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and encode the details of the Leave	none	3 days (may take longer hours depending on the period of	Personnel Administration Section Focal Person

	Ledger or Electronic Leave Card		retrieving files, if needed)	
	Review the Electronic Leave Card vis-à-vis the Leave Ledger/ card and Service Record	none	1 day and 4 hours	
	Reprinting of the corrected Electronic Leave Card, if errors are found and reflect to Service Record. Encode details to the Certificate of LWOP, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	Review and Sign/initial the printed ELC and the Certificate of LWOP	none	2 days	PAS Focal PAS Section Head OIC/Chief, HRMDD
	Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the Certificate of LWOP issued	Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

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10. Issuance of Certificate of Compensatory Overtime Credits (COC) Balances to Current Employees and Contract of Service (COS) Workers

The COC Balance Certificate is issued to current employees and Contract of Service (COS) Workers in the DSWD FO IV A CALABARZON, which certifies their unenjoyed compensatory overtime credits for the preceding months.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and check the previous CDO applications and Electronic Leave Card (for Officials/employees) and update the COC monitoring form	none	2 days	Personnel Administration Section Focal Person
	Encode/check details to COC, print the issuance and attach the necessary documents	none	1 hour	
	Review and Sign/initial the COC	none	6 hours and 30 minutes	PAS Section Head OIC/Chief, HRMDD

	Inform the client that the COC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the COC issued	Provide one originally signed COC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

11. Issuance of Certificate of Compensatory Overtime Credits (COC) to Current Employees and Contract of Service (COS) Workers

The COC is issued to current employees and Contract of Service (COS) Workers in the DSWD FO IV A CALABARZON, which certifies their overtime services rendered from the preceding month.

Office or Division:	Personnel Administration Section (PAS)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly approved Overtime Accomplishment Report 2. Copy of Daily Time Record 3. Copy of Special Order 4. Duly signed Certification of Accountability of the Division Chief (Non-claim of Travel expense with per diem , if OT services rendered is outside the workstation or in official business)		PAS Receiving Area Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to PAS the complete requirements	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted, (return to respective office if the submitted documents is not complete)	none	4 hours	Personnel Administration Section Focal Person
	Encode the date and time of authorized overtime services to OT computation template	none	1 day and 7 hours	
	Print the computation of OT and attach the necessary documents to be check by counterpart PAS employees	none		Counterpart Personnel Administration Section Focal Person
	Reprint, if with correction, if none, prepare and print the COC earned	none		Personnel Administration Section Focal Person
	Review and Sign/initial the COC	none	6 hours and 30 minutes	PAS Section Head OIC/Chief, HRMDD
	Inform the client that the COC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk

Get the COC issued	Provide one originally signed COC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

12. Issuance of Service Record (SR) for Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well, if needed) and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

Wait for advice of the Personnel Officer assigned	Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Administration Section Focal Person
	Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	
	Review and Sign/initial the SR	none	3 hours (depending on the availability of signatories)	PAS Section Head OIC/Chief, HRMDD
	Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the SR issued	Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 Days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Kindly accomplish the <i>Customer Feedback Form</i> and place at the drop box located in front of the Guard House Receiving Area. Telephone: (02) 8807-1518 E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.

	<p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (02) 8807-1518 E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form</i> and place at the dropbox located in front of the Guard House Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with HRMDD - Name of Person complained of - Reason for complaint
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (02) 807-1518 E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph</p>
Contact Information of ARTA, PCC, and CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

13. Obtaining Social Welfare and Development (SWD) Data and Information (FO) for Walk-in Clients.

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Field Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy Development and Planning Section - Policy and Plans Division (PPD)	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen G2G – Government to Government	
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request		Provided by the requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the Security Guard on Duty and fill in all the fields on the logbook located at the FO's main entrance gate.	Give the logbook to researcher.	None	2 Minutes	<i>Security Guard on Duty</i>
2. Wait for the concerned PDPS staff at the waiting area	Inform concerned office of the client at the waiting area.	None	3 Minutes	<i>Security Guard on Duty</i>
3. Briefly discuss the background of the request to the PDPS technical staff and submit formal request letter.	<p>Review and assess the request.</p> <p>Provide technical assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>	None	15 minutes	<i>PDPS Technical Staff</i>
	Email the summary of the discussion during the visit and send the electronic copies of the requirements as part of their orientation on MC 10, s. 2019 including the links for the available data online.	None	10 minutes	<i>PDPS Technical Staff</i>
4. Wait for the endorsement from the PDPS Technical Staff via email.	Coordinate with the concerned office regarding the details of the request. Prepare the	None	5 working days	<i>PDPS Technical Staff</i>

	endorsement for the PPD Chief and RD's signature. Send the endorsement, if approved, to the client. If not, a regret letter explaining the disapproval of the request will be provided.			
5. Fill-out the online <i>Researcher's Feedback Form</i> via <i>Google Form</i> .	Provide the link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			30 minutes if data is available online 5 days and 35 minutes	

14. Obtaining Social Welfare and Development (SWD) Data and Information (FO) for Online requests / FOI.

Classification	Complex The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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: <ul style="list-style-type: none"> • Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document. • Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary. • Briefing/interview/orientation sessions with key focal persons in the Field Office on general information about DSWD programs, policies and projects. The Department
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	however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.			
	<ul style="list-style-type: none">• Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department’s program operations.• Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.			
	Office or Division	Policy Development and Planning Section - Policy and Plans Division (PPD)		
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request or FOI endorsement		Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send an email to FO’s account.	Acknowledge the email, forward to concerned office/ officer for proper action / response.	None	2 Minutes	Records Section / Office of the Regional Director / PPD
2. Wait for the response of the PDPS Technical Staff regarding the query / request.	Once the email is forwarded to the concerned PDPS Technical Staff, it will be reviewed and assessed.	None	5 minutes upon receipt of the email	PDPS Technical Staff

	Provide technical assistance if necessary and share links to available data online. Indicate on the email response the details of MC 10, s. 2019 by including the research process.			
3. Wait for the endorsement from the PDPS Technical Staff via email.	<p>Coordinate with the concerned office regarding the details of the request. Prepare the endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client. If not, a regret letter explaining the disapproval of the request will be provided.</p>	None	5 working days	<i>PDPS Technical Staff</i>
4. Fill-out the online <i>Researcher's Feedback Form</i> via <i>Google Form</i> .	Provide the link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			7 minutes if data is available online 5 days and 12 minutes	

15. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients at the FO for Walk-in Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct

such activities need to undergo research protocol. Research whose target respondents are in Region IV-A shall seek for the approval of the Regional Director. Research request must be submitted to the Field Office at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of request Research Request Form (Annex C) Research Brief (Annex D) and Research Instruments 			Provided by the requesting party PPD PPD Provided by the requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the Security Guard on duty and fill in all the fields in the logbook located at the FO's main entrance gate.	Give the logbook to researcher	None	2 Minutes	<i>Security Guard on Duty</i>
2. Wait for the concerned PDPS staff at the waiting area	Inform concerned office of the client at the waiting area.	None	3 Minutes	<i>Security Guard on Duty</i>
3. Briefly discuss the background of the research of request to the PDPS technical staff and provide available requirements.	Review and assess the research request if it will require secondary data or shall undergo the research protocol. Provide technical	None	15 minutes	<i>PDPS Technical Staff</i>

	<p>assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>			
	Email the summary of the discussion during the visit and send the electronic copies of the requirements including the links for the available data online.	None	10 minutes	<i>PDPS Technical Staff</i>
4. If initially submitted requirements are insufficient, submit the following to the email address provided by the PDPS staff if applicable: 4.1. Filled-out <i>Research Request form</i> ; and 4.2. <i>Research Brief</i> via <i>Google Form</i>	<p>Receive, review, and assess the submitted documents. Acknowledge receipt of submitted documents.</p> <p>Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p>	None	15 minutes	<i>PDPS Technical Staff</i>
5. Wait for the endorsement and final instructions in conducting the data gathering from the PDPS Technical Staff via email.	Coordinate with the concerned office regarding the details of the research, data gathering procedure and timeframe. Prepare the	None	5 working days	<i>PDPS Technical Staff</i>

	<p>endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client with details of the visit / data gathering via email. If not, a regret letter explaining the disapproval of the request will be provided.</p>			
6. Conduct the research following the Agency's Research Protocols.	<p>Assist the researcher, whenever needed, in matters related to the conduct of data-gathering activities.</p> <p>Coordinate with the concerned office if the researcher is following the protocols on data gathering.</p>	None	Depending on the researcher's timeframe	<i>PDPS Technical Staff and concerned FO ODS</i>
7. Present the initial results of the data gathering through an exit conference.	<p>Coordinate with the researcher and the concerned office on the schedule of the exit conference.</p> <p>Attend the exit conference and ensure that the researcher's evaluation form is provided to attendees.</p> <p>Prepare a Certificate of Completion for the RD's signature.</p>	None	1 day	<i>PDPS Technical Staff and concerned FO ODS</i>
8. Submit the final research report, with its electronic copy saved in a CD attached, and fill-out the online	Accept the submitted report and check if complete. Provide the signed certificate of completion and link for the <i>Researcher's</i>	None	5 minutes	<i>PDPS Technical Staff</i>

Researcher's Feedback Form via Google Form.	Feedback Form.			
Total Processing Time			6 days and 50 minutes	

16. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients at the FO for Online Queries

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents are in Region IV-A shall seek for the approval of the Regional Director. Research request must be submitted to the Field Office at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of request Research Request Form (Annex C) Research Brief (Annex D) and Research Instruments 			Provided by the requesting party PPD PPD Provided by the requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Send an email to FO's account.	Acknowledge the email, forward to concerned office/officer for proper action / response.	None	2 Minutes	Records Section / Office of the Regional Director / PPD

Wait for the response of the PDPS Technical Staff regarding the query / request.	<p>Once the email is forwarded to the concerned PDPS Technical Staff, it will be reviewed and assessed if the research request shall require secondary data or shall undergo the research protocol using the <i>Checklist for Reviewing Research Request</i>.</p> <p>Provide technical assistance necessary to complete the documentary requirements as stipulated in MC 10, s. 2019 by including the research process on the email response to the client.</p> <p>Provide a copy of the Research Request Form with the contact number of the PDPS Technical Staff and get the contact number and email address of the client.</p>	None	5 minutes	<i>PDPS Technical Staff</i>
<p>If initially submitted requirements are insufficient, submit the following to the email address provided by the PDPS staff if applicable:</p> <p>3.1. Filled-out <i>Research Request form</i>; and</p> <p>3.2. <i>Research Brief</i> via</p>	<p>Receive, review, and assess the submitted documents. Acknowledge receipt of submitted documents.</p> <p>Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p>	None	15 minutes	<i>PDPS Technical Staff</i>

<i>Google Form</i>				
Wait for the endorsement and final instructions in conducting the data gathering from the PDPS Technical Staff via email.	<p>Coordinate with the concerned office regarding the details of the research, data gathering procedure and timeframe. Prepare the endorsement for the PPD Chief and RD's signature.</p> <p>Send the endorsement, if approved, to the client with details of the visit / data gathering via email. If not, a regret letter explaining the disapproval of the request will be provided.</p>	None	5 working days	<i>PDPS Technical Staff</i>
Conduct the research following the Agency's Research Protocols.	<p>Assist the researcher, whenever needed, in matters related to the conduct of data-gathering activities.</p> <p>Coordinate with the concerned office if the researcher is following the protocols on data gathering.</p>	None	Depending on the researcher's timeframe	<i>PDPS Technical Staff and concerned FO ODS</i>
Present the initial results of the data gathering through an exit conference.	<p>Coordinate with the researcher and the concerned office on the schedule of the exit conference.</p> <p>Attend the exit conference and ensure that the researcher's evaluation form is provided to attendees.</p>	None	1 day	<i>PDPS Technical Staff and concerned FO ODS</i>

	Prepare a Certificate of Completion for the RD's signature.			
Submit the final research report, with its electronic copy saved in a CD attached, and fill-out the online <i>Researcher's Feedback Form</i> via <i>Google Form</i> .	Accept the submitted report and check if complete. Provide the signed certificate of completion and link for the <i>Researcher's Feedback Form</i> .	None	5 minutes	<i>PDPS Technical Staff</i>
Total Processing Time			6 days and 27 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Researchers may send their feedback by accomplishing the google form for all research-related request provide every after transaction</p> <p>bit.ly/IV-AResearchFeedback</p> <p>for walk-in clients, they may give their feedback by accomplishing the client satisfaction survey form</p>
How feedbacks are processed	<p>They are reviewed whenever a response is recorded and are included in the quarterly report of the Policy Development and Planning Section.</p> <p>Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester to Central Office.</p>
How to file a complaint	<p>Researchers may send a formal letter of complaint to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com.</p> <p>For walk-in clients, they may discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.</p>
How complaints are processed	
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph

PCC, and CCB	1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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17. Data Sharing with DSWD OBSUs – Name Matching

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

Office or Division:	National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching)		<input type="checkbox"/> To be secure by the applicants		
2. Electronic copy of the names to be matched.		<input type="checkbox"/> To be secure by the applicants		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached ecopy of names for name matching to NHTS.	1.1. The Administrative Division receives and records the request in the DocuTrack (DSWD Document	None	5 minutes	Administrative Assistant III

	<p><i>Tracking System</i>). The request is forwarded to the Director for approval.</p> <p>The Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request schedule of release and the expected of the results.</p>			
	1.2. The Director will decide if the request is for processing or not. The request is forwarded to PDO IV/RFC.	None	4 hours	Office of the Director
	1.3. If the Director approves the processing of the request, then the PDO IV/RFC will endorse the request to ITOfficer II/RITO.	None	10 minutes	PDO IV/RFC

	1.4. The approved request is endorsed to the IT-Officer II/RITO to assess if the attached electronic copy of names is in accordance with the template required.	None	1 hour	IT-Officer II/RITO
	The IT-Officer II/ RITO shall inform the Administrative Assistant III of the schedule of release of the results.			
	1.5. Depending on the volume or number of names to be matched, the Data Processing Staff will process the request on set deadline.	None	30 days	IT-Officer II/RITO

	1.6. The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the ITOFFICER II/RITO will prepare Data Release Form (DRF), draft memo reply	None	2 days	IT-Officer II/RITO
	and burn results in a compact disc(CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the PDO IV/RFC. The PDO IV/RFC will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative			

	Assistant III.			
	1.7. The Regional Director will sign the memorandum.	None	4 hours	Office of the Director
	1.8. The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III

2. Call Office	NHTS	2.1. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-	None		IT-Officer II/RITO
		Officer II/RITO for the password of the file.			
Total:				32 days, 9 hours, 20 minutes <i>(with justification and possible extension on the actual data processing - depends on the volume of data and names required)</i>	

18. Data Sharing with DSWD OBSUs – List of Data Subjects

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

Office or Division:	National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (indicating purpose and list of data sets)				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1.1. The Administrative Division receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	5 minutes	<i>Administrative Assistant III</i>
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	The Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	1.2. The Director will decide if the request is for processing or not. The request is forwarded to PDO IV/RFC.	None	4 hours	<i>Office of the Director</i>

	1.3. If the Director approves the processing of the request, then the PDO IV/RFC will endorse the request to IT-Officer II/RITO.	None	10 minutes	<i>PDO IV/RFC</i>
	1.4. IT-Officer II/RITO will process the request.	None	3 day	<i>IT-Officer II/RITO</i>
	1.5. The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the ITOFFICER II/RITO will prepare data release form, draft	None	1 day	<i>IT-Officer II/RITO</i>
	memo reply and burn results in a compact disc (CD). The ITOFFICER II/RITO will counter sign in the DRF, then forward the documents to the PDO IV/RFC.			

	1.6. The PDO IV/RFC will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant III.	None	4 hours	
	1.7. The Director will sign the memorandum.	None	4 hours	<i>Office of the Director</i>
	1.8. The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant III</i>
2. Call NHTS Office	2.1. Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-Officer II/RITO for the password of the file.	None	10 minutes	<i>IT-Officer II/RITO</i>
TOTAL:		None	5 days, 4 hours, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey report presented to the Good Governance Committee every quarter and is reported every Semester.

How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to dswdfo4a_mrecords@yahoo.com or discuss the complaint to the staff assigned at the Public Assistance and Complaint Desk (PACD) located at the Mahusay Building.
How complaints are processed	
Contact Information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

V. LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80424 Tel. No. 807-7102
Office of the Assistant Regional Director for Operations	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80425
Office of the Regional Director for Administrations	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80408
Social Marketing Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80426
Internal Audit Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80435
Social Technology Unit	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80437
Promotive Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80429
KALAHI CIDSS NDCCP	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80427

Pantawid Pamilyang Pilipino Program	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80428
Sustainable Livelihood Program	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80430
Disaster Response Management Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80457
Office	Address	Contact Information
Protective Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80420
Community-Based Services Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80422
Center-Based Services Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80436
Crisis Intervention Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80415
Capacity Building Section	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80416
Policy and Plans Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80419
Human Resource Management and Development Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80407
Administrative Services Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80411
Financial Management Division	DSWD Field Office IV-A, Alabang Zapote Rd. Alabang, Muntinlupa City	Trunk Line: 807-1518 Local: 80403

DSWD FIELD OFFICE 4-B

External Services

1. Application for Foster Parents

Office or Division:	Program Management Division – Adoption Resource and Referral UNIT (PMD-ARRU)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); and DSWD FO/SWADT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	DSWD FOs and LGUs
2. Home Study Report (HSR)	DSWD FOs and LGUs
3. Birth Certificate of Applicants	Philippine Statistics Authority
4. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation documents	Philippine Statistics Authority Philippine Courts
5. Death Certificate, if necessary	Philippine Statistics Authority
6. Consent of (if 10 years old and above)	DSWD FOs, LGUs
7. Certificate of Attendance to Adoption Forum	DSWD FOs, LGUs and CPAs
8. Physical & Medical Certification	Physician, Applicants
9. Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers)	Psychologist, Applicants
10. NBI or Police clearance	National Bureau of Investigation Police Station
11. Barangay Certificate	Barangay where the applicant resides
12. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
13. Recent Family Photo	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit documentary requirements to the concerned LSWDOS then endorses the documents other requirements to the DSWD – MIMAROPA - ARRU	1. ARRU Reviews the HSR and completeness of requirements 2. Approval of application and issuance of Foster Care License to DSWD RD 3. Issuance of Foster Family Care License by the RD 4. Foster parent will be enlisted in roster of licensed Foster Parents 5. Regional Child Welfare Specialist Group will be provided with Home Study Report (HSR) and other supporting documents 6. Presentation in the Matching Conference 7. Receipt of acceptance letter from the foster family 8. Approval and issuance of Foster Placement Authority – 9. Entrustment of the child to Foster Family –	None	within two (2) working days 1 day 1 day Within the day 3days before the matching conference 1 day (2) days 1 day 1 day	<i>Initials of the Division Chief, PSU, and Com-based Head, ARRS Head, ARDO, Regional Director</i>

TOTAL	None	13 DAYS	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA
How feedback are processed	DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD MIMAROA. The name of person being complained and the circumstances of the complaint should be Included in the information.
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

2. Application of Child for Foster Care Placement

Office or Division:	Program Management Division – Adoption Resource and Referral UNIT (PMD-ARRU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case Study Report		Licensed Social Worker from Provincial/City or MSWDO; CCA; CPA; DSWD RCF		
2. Birth/Foundling Certificate		Philippine Statistics Authority		
3.Recent Photograph		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF		
4.School Record		School, Licensed Social Worker handling the case in the MSWDO; CCA; DSWD		
5.Medical Records		Hospital;, Licensed Social Worker handling the case in the MSWDO; CCA; DSWD		
6.Psychological Evaluation for 5 years old above		Psychologist		
Other supporting documents if needed - Documents from court,		Court, Licensed Social Worker handling the case in the MSWDO; CCA; DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

The concerned CCAs/ LSWDOS endorses the documents other requirements to the DSWD – MIMAROPA - ARRU	1. ARRU receives and review the child's dossier	None	within two (2) working days	<i>Initials of the Division Chief, PSU, and Com- based Head, ARRS Head, ARDO, Regional Director</i>
	2. Regional Child Welfare Specialist Group will be provided with Child Study Report (CSR) and other supporting documents	None	3 days before the matching conference	
	3. Presentation in the Matching Conference	None	within 5 days upon receipt of documents	
	4. Receipt of acceptance letter from the foster family	None	2 days	
	5. Approval and issuance of Foster Placement Authority	None	1 day	
	6. Entrustment of the child to Foster Family	None	1 day	
TOTAL:			19 days	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA			
How feedback are processed	DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.			
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD MIMAROPA. The name of person being complained and the circumstances of the complaint should be Included in the information.			
How complaints are processed				
Contact Information of CCB, PCC, ARTA				

3. DSWD Disaster Data Request Processing

The Disaster Response Management Division (DRMD) provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Division's review and assessment, and can only be obtained through request. This service only includes request for data that are coursed directly to the Division through email, snail mail and hand-carried documents

Office or Division:	Disaster Response Management Division – Disaster Response Management Information Section	
Classification:	G2C-Government to Citizen G2G-Government to Government	
Type of Transaction:	Highly Technical	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Signed request letter which includes the following: 1. Complete contact details/contact information of the requesting party. 2. Description of the information requested 3. Reason/purpose for the request of information		N/A
ONE (1) valid proof of identification		PRIMARY IDs: <ul style="list-style-type: none"> ▪ Driver's License ▪ Philippine Passport ▪ GSIS ID or GSIS UMID Card ▪ SSS ID or SSS UMID Card PRC ID ▪ PAGIBIG ID ▪ Integrated Bar of the Philippines ID ▪ iDOLE Card ▪ OWWA ID ▪ COMELEC Voter's ID ▪ School ID (for students) ▪ Voter's Certification from the Officer of Election with Dry Seal ▪ Senior Citizen ID ▪ Government Office and GOCC ID

For request made through email, a scanned copy of the request with proof of identification must be attached.		N/A		
CLIENTS ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with complete details and information together with one (1) valid proof of identification	1. Send request letter with complete details and information together with one (1) valid proof of identification	None	15 minutes	DROMIC Technical Staff
	1.1 If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the Division does not have the data being requested.	None	2 days	DROMIC Technical Staff
	1.2 If the data being requested is not readily available, send a reply letter informing the client of the time required in processing the request.	None	2 days	DROMIC Technical Staff
	1.3 If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested	None	4 days	DROMIC Technical Staff

	1.4 If more time is needed to process request, undertake necessary action to generate data. Send a reply letter providing the client with the data being requested.	None	6 days	DROMIC Technical Staff
TOTAL			14 days, 15 minutes	

4. Endorsement of Continuing Professional Development Application

The application for accreditation of Continuing Professional Development (CPD) Program by the Capacity Building Section is endorsed to the Professional Regulation Commission (PRC) via Social Welfare Institutional Development Bureau for the approval of credit units. The CPD application is sent through the Social Welfare Institutional Development Bureau (SWIDB).

Office or Division:	Protective Services Division (PSD) - Capability Building Section (CBS)			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All programs that conduct LDI to LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Set: 2 copies (1 original copy and 1 photocopy) 1. CPD Application Form 2. Instructional Design 3. Evaluation Tool 4. Program of Activities 5. Resume of Speaker/s 6. Current Professional ID of Speaker/s 7. Breakdown of Expenses for the Conduct of Program		PRC website <prc.gov.ph> CBS CBS CBS Applying program Applying program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Activity Proposal, matrix, powerpoint and other	1. Accept and Record the Signed Activity	None	20 Minutes	Admin Assistant II <i>Capacity Building Section</i>

materials	Proposal			
	1.1 Endorse the proposal to Administrative Officer V	None	5 Minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.2 Forward the proposal to Training Specialist II	None	10 minutes	Administrative Officer V <i>Capability Building Section</i>
	1.3 Review the proposal and prepare the documentation for CPD	None	7 days	Training Specialist II <i>Capability Building Section</i>
	1.4 Forward the reviewed application with comments to the Administrative Officer V	None	10 minutes	Training Specialist II <i>Capability Building Section</i>
	1.5 Review the comments on the application	None	2 days	Administrative Officer V <i>Capability Building Section</i>
	1.6 Forward the application to DSWD CPD Focal Person	None	10 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.7 Scan the application and attachments	None	30 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.8 Submit to SWIDB-CO the soft and hard copies of documents	None	3 days	Admin Assistant II <i>Capacity Building Section</i>
	1.9 Update the monitoring sheet in Google Drive	None	10 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.10 E-mail the concerned program for the submitted application	None	10 minutes	Admin Assistant II <i>Capacity Building Section</i>

TOTAL:	None	12 days, 1 hour, 45 minutes	
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5. Filing of Petition for adoption with application for rectification of simulated birth record (RA 11222)

Office or Division:	Program Management Division – Adoption Resource and Referral UNIT (PMD-ARRU)		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Qualified petitioners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Abandoned, Neglected or Foundling children:			
1. Petition		Petitioner, Lawyer or Notary Public	
2. Case Study Report		Licensed Social Worker from DSWD Field Office	
3. Copy of simulated birth record		Philippine Statistics Authority	
4. Copy of birth record of the adopters		Philippine Statistics Authority	
5. Affidavit of Admission (if simulated birth was done by a third person)		Petitioner	
6. Barangay Certificate		Barangay where the petitioner and child resides.	
7. Notarized Affidavit of at least two (2) disinterested person		Petitioner/Lawyer or Notary Public	
8. Original CDCLAA		DSWD FO and DSWD CO	
9. Oldest and recent photographs of the prospective adoptee and the petitioners		Petitioners/ LWS DOS	
10. Certificate of attendance to Pre-adoption Forum		DSWD FO	
11. As applicable, Marriage Contract, Decree of Annulment, Declaration of Nullity of Marriage or Decree of legal separation		Philippine Statistics Authority Philippine Court	
12. Physical and Medical Evaluation		Physician/Petitioner/LSWDOS	
13. Psychological evaluation if applicable		Psychologist/ Petitioner/LSWDOS	
14. NBI Clearance/Police Clearance		National Bureau of Investigation Police Station	
15. Latest income tax return or any other documents showing financial capability (Certificate of employment, Bank Certificate or statement of assets and liabilities		Bureau of Internal Revenue Bank Company/Organization of Employment	

16. Certified True copy of the receipts as proof of payment of the socialized fees in LGUs and DSWD Field Offices		LSWDOS		
17. Consent from appropriate person or persons (Adoptee and Biological or adopted child)		Petitioners/LSWDOS		
For a foreign nationals married to a Filipino				
18. Residence in the Philippines for at least 3 continues years prior to filing of the petition				
19. Certification by his or her diplomatic or consular office or any appropriate government agency that she/he has the legal capacity to adopt in his or her country and his or her governments allows the adoptee to enter his or her country as his or her adopted child.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The concerned LSWDOS file or endorses the Petition and supporting documents to the DSWD Field Office-ARRU	1 ARRU receives and review the petition for adoption and application for rectification of birth and inform the petitioner LSWDO if there is discrepancies or incomplete documents through official letter	None	3 working days	ARRU Social Worker/ ARRU Head/ Com-based Head/ Division Chief/ Regional Director
	2 Once documentary requirements is completed, ARRU will conduct home visits and make social case study report.		within 17 days	
	3 Review and approval of report by the Division Chief to RD and mandatory personal appearance of the petitioners and the child before the RD shall be held.		Within five (5) days from receipt of the report from the Social Worker	
	4 RD will render recommendation and endorse the		within five (5) working days	

	petition and the complete documents to Central office for the issuance of either Order of adoption or Order of Denial.			
TOTAL		None	30 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA
How feedback are processed	DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD MIMAROA. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

6. Filling-up of Vacant Position

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Covered by Special Law (CSC MC No. 14 s. 2018)
Type of Transaction:	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)
Who may avail:	All interested applicants (External and Internal)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submitted documentary requirements/ application for a particular vacant position	Applicant/HRPPMS Applicant Tracker System
Pre-employment requirements	Applicant
Hiring Documents	HRPPMS Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Secure approved Authority to Hire from Department of Social Welfare and Development (DSWD) Central Office (CO) or End-user	None		<i>HRPPMS Personnel</i>
	2. Post Notice of Vacancy in DSWD MIMAROPA website and bulletin board; request Vacancy Publication to Civil Service Commission (CSC)	None	10 days	<i>HRPPMS Personnel</i>
3. Submit application to HRPPMS through DSWD MIMAROPA Application form (link) or walk-in	3.1 Receive the application/documents submitted by the applicant	None	1 day	<i>Applicant/HRPPMS Personnel</i>
4. Upon the closing/deadline of submission of applications, wait for the result of HRPPMS evaluation on your application	<p>4.1 Assess if the applicants met the qualification standards of the vacant positions</p> <p>Qualified applicants will receive invitation for the Pre-Employment Examination (Technical and Psychological Exam) through email and SMS.</p> <p>Not qualified applicants will receive a regret letter through email.</p>	None	3 days	<i>HRPPMS Personnel</i>
5. Qualified Applicants to take the Pre-Employment Examination	5.1 Administer Pre-Employment Examination	None	1 day	<i>HRPPMS Personnel</i>
	6. Endorse examination paper of the applicants to the Hiring Office/Bureau/Service/Unit (OBSU) for checking	None	1 day	<i>HRPPMS Personnel</i>
	<p>7. Hiring OBSU will check the applicants' technical exam answer sheets</p> <p>HRPPMS Personnel will</p>	None	2-3 days	<i>Hiring OBSU /HRPPMS Personnel</i>

	check the applicants' psychological exam			
	8. Applicants who passed the cut-off score will be invited for a Panel Interview Applicants who failed the technical exam will receive a regret letter through email	None	1 day	<i>HRPPMS Personnel</i>
	9. Conduct Background Check	None	3-5 days	<i>HRPPMS Personnel</i>
10. Applicants to attend Panel Interview	10.1. Screening Committee will assess the applicant The committee will deliberate if the candidate is qualified for the position	None	1 day	<i>Hiring OBSU/HRPPMS Personnel</i>
	11. HRPPMS Personnel will prepare the assessment/resolution	None	3-7 days	<i>HRPPMS Personnel</i>
	12. HRPPMS Personnel will route the resolution for signature of the screening committee and approval of the Appointing Authority	None	3 days (may extend depending on the availability of the signatories)	<i>HRPPMS Personnel</i>
	13. Applicant who failed the screening will receive a regret letter through email Approved applicant will receive an acceptance letter and list of pre-employment requirements	None	1 day	<i>HRPPMS Personnel</i>
14. Applicants to comply pre-employment requirements	14.1. Receive and check pre-employment requirements	None	10 days	<i>Applicant/HRPPMS Personnel</i>
	15. HRPPMS Personnel will prepare the following documents: Appointment/Memorandum of Agreement (MOA) Assumption Position Description Form (PDF) Oath Deployment	None	3-5 days	<i>HRPPMS Personnel</i>

	Route these documents for signature			
	16. Submit the signed documents to Civil Service Commission (CSC)	None	1 day	<i>HRPPMS Personnel</i>
	17. Inform applicant to report for duty and provide the applicant with the signed documents	None	1 day	<i>HRPPMS Personnel</i>
	18. Forward to Personnel Administration Section (PAS) the applicant's comprehensive 201 file	None	1 day	<i>HRPPMS Personnel</i>
	19. HRPPMS will post and email the Notification of newly hired staff	None	1 day	<i>HRPPMS Personnel</i>
	20. Schedule Oath Taking of newly hired staff (permanent and contractual) Introduce newly hired staff during the Flag Ceremony	None	1 day	<i>HRPPMS Personnel</i>
	21. Encode the information of newly hired staff to (PSIPOP)	None	1 day	<i>HRPPMS Personnel</i>
	22. Endorse to Learning & Development Section (L&DS) the newly hired staff for orientation	None	1 day	<i>HRPPMS Personnel</i>
	23. Endorse newly hired staff to hiring OBSU	None	1 day	<i>HRPPMS Personnel</i>
TOTAL		None	60 days	May be extended depending on the volume of transactions handled

7. Handling 8888 Complaints and Grievances (Group: Program-wide/ Division-wide)

In accordance to Executive Order No. 6, series of 2016, *“Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the Citizen’s Complaint Center,”* a DSWD MIMAROPA 8888 focal was assigned to ensure prompt actions on concerns, complaints, and requests for assistance.

Office or Division:	HR Welfare Section - 8888 Focal			
Classification:	Simple			
Types of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD Field Office MIMAROPA 8888 Citizens’ Complaints Action focal endorses the concerns, complaints, and requests for assistance.	1. Receives and encodes in the 8888 internal database the concerns, complaints and requests for assistance.	None	30 minutes	8888 focal
	1.2. Forward the concerns, complaints and requests for assistance to the concerned divisions and/or programs.	None	30 minutes	8888 focal
	1.3. Prepare and submits the response (advance copy) to the concerns, complaints and requests for assistance with concrete and specific action thru the 8888 focal.	None	48 hours	Division/ Program concerned

	1.4. Facilitates and endorses the approval of the response to the Approving Authority	None	7 hours	<i>Division/ Program concerned or 8888 focal</i>
	1.5. Approves the response prepared by the programs/ divisions concerned	None	15 hours	<i>Regional Director</i>
	1.6. Email the signed and approved response to the grievance.osec@dswd.gov.ph , copy furnish the Regional Director for onward submission to the Office of the President.	None	1 hour	<i>8888 focal</i>
TOTAL		None	3 days (72 hours)	<i>Remark: *Best Effort Counting</i>

8. Handling of Administrative Complaints by Other Individuals

This process covers an administrative complaints initiated by any other persons other than DSWD employees.

Office or Division:	Legal Service
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Subscribe and sworn to complaint	Complainant and his appointed Lawyer
Certification of Non Forum Shopping	Complainant and his appointed Lawyer
Certified True copies of documentary evidence and affidavits of his/her witnesses, if any	Complainant and his appointed Lawyer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a complaint to the Human Resource	1.Human Resource Head or Regional Director as	None	7days	<i>Human Resource Head or</i>

<p>Department or Office of the Regional Director .</p> <p>The complaint shall contain the following:</p> <ul style="list-style-type: none"> a. Full name and address of the complainant ; b. Full name and address of the person complained of as well as his/her position and office; c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed; d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and 	<p>disciplining authority endorse to Legal Service Complaint. the</p>			<p><i>Regional Director</i></p>
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¹ Rule 3, Section 11 of 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS)

<p>e. Certification or statement of non-forum shopping.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p>				
	<p>2. Receive the complaint with cover memorandum</p> <p>2.1 Screen the completeness of the documents.</p> <p>2.2 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer</p> <p>2.3. Otherwise, return the request to the sender and advice to submit the complete documents.</p>	None	5 minutes	<i>Legal Service/ Lawyer</i>

	<p>3. Study and conduct any research necessary to the complaint.</p> <p>3.1 Draft and submit a memorandum containing the recommendation on the complaint to the Director either for:</p> <p>(i) dismissal of the Incident Report,</p> <p>(ii) the conduct of the Fact Finding Investigation,</p> <p>(iii) endorsement to the Grievance Committee, or</p> <p>(iv) Show Cause Order.</p>	None	20 days	<i>Lawyer</i>
	<p>4. Record the Memorandum through EDTMS and release the recommendation on the complaint to the Regional Director as disciplining authority.</p>	None	10 minutes	<i>Admin Aide IV</i>
	<p>5. The Secretary shall approve or disapprove the recommendation of the Legal Service:</p> <p>5.1 If the Regional Director approves the recommendation, the RD shall sign the attached Memorandum, either for:</p> <p>(i) dismissal of the Incident Report, (1day)</p> <p>(ii) the conduct of the</p>	None	30 days	<i>Regional Director</i>

	<p>Fact Finding Investigation, (30days as per AO 13 S. 2011) (iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or (iv) Show Cause Order. (5days as per AO 13 S. 2011)</p> <p>5.2 Return the recommendation to the complainant together with his approval and disapproval to the Legal Service.</p>			
	6. Receive the approved or disapproved recommendation from the disciplining authority.	None	5 minutes	<i>Admin Aide IV</i>
Received memorandum/ recommendation to the complaint.	<p>7. Record the Memorandum through EDTMS</p> <p>7.1 Release of memorandum/recommendation to the complainant or to the Records Section for mailing to the Complainant</p>	None	10 minutes	<i>Records Officer</i>
TOTAL		None	57 days, 1 hour and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the client feedback form and drop it at the designated drop box in front of the information/reception area.
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How feedbacks are processed	<p>Every day, the Public Relations Officer opens the drop box and compiles and record all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups the clients may contact the FO:</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of information/reception area.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the FO:</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the FO:</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC:8888 CCB: 0908-881-6565 (SMS)</p>

9. Handling of Complaints and Grievances (Individual: Employee)

In compliance to Memorandum Circular No. 1, Series of 2003, a grievance machinery is created to activate and strengthen the grievance redress system of DSWD and to settle grievances at the lowest possible level.

This process covers complaints/ grievances initiated by DSWD employees and other personalities outside DSWD towards DSWD employees.

Office or Division:	HRWS - Grievance Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and Signed complaint		Complainant
2. Documentary evidences		Complainant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of the complaint to the Regional Director/ Disciplining Authority.</p> <p>The complaint shall contain the following:</p> <p>a. Full name and designation (internal) or address (external) of the complainant;</p> <p>b. Full name and designation of the person complained of:</p> <p>c. Narration of the relevant and material facts which shows the acts or omissions allegedly committed;</p> <p>d. Copies of the documentary evidences and affidavits of his/her witnesses, if any.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p> <p>Likewise, complaints/ grievances from an anonymous sender shall not be entertained further.</p>	<p>The Regional Director as the disciplining authority endorses the complaint to the Regional Grievance Secretariat.</p>	<p>None</p>	<p>3 days</p>	<p><i>Regional Director/ Disciplining Authority</i></p>

	<p>Screen the completeness of the complaint and attachments submitted.</p> <p>If the documents are complete, receive the request and stamp received with date, time and name of the receiving officer and encode in the database;</p> <p>Otherwise, return the request to the sender and advice to resubmit with complete attachments.</p> <p>Screen the nature of the complaint whether fit for grievance redress or for anti-graft and corruption committee.</p>	None	1 day	<i>Grievance Secretariat</i>
	<p>Schedule and convene the Regional Grievance Committee (RGC) for initial review and discussion of the merits of the complaint;</p>	None	3 days	<i>Grievance Secretariat</i>
	<p>Evaluate the complaint and identify the need to dismiss or proceed with the needed preliminary investigation.</p> <p>Draft and submit a board resolution and memorandum containing the</p>	None	10 days	<i>Regional Grievance Committee</i>

	<p>recommendation on the complaint:</p> <p>(i) dismissal of the complaint/ grievance</p> <p>(ii) conduct of the fact finding investigation,</p> <p>(iii) endorsement to the appropriate committee,</p> <p>(iv) issuance of show cause order.</p>			
	The Director shall approve/ disapprove the board resolution and memorandum.	None	2 days	<i>Regional Director/ Disciplining Authority</i>
	Encode the actions taken on the complaint and secure a copy of the whole complaint documentation and release the signed memorandum containing the decision/ recommendation to the person complained of and a status report to the complainant.	None	1 day	<i>Grievance Secretariat</i>
TOTAL		None	20 days	Remark: *Best Effort Counting

10. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

Office or Division:	Program Management Division – Adoption Resource and Referral UNIT (PMD-ARRU)		
Classification:	Complex/Highly technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Abandoned, Neglected or Foundling children:			
1. Transmittal Letter/Application letter address to Regional Director		Head of the LSWDOs and CCAs	
2. Petition		Head of Provincial/City or MSWDO; CCA; CPA; DSWD RCF	
3. Case Study Report		Licensed Social Worker from Provincial/City or MSWDO; CCA; CPA; DSWD RCF	
4. Written Certification from Radio/ TV Station		Radio or TV station	
5. One (1) Newspaper publication		Newspaper Publication	
6. One of the following: - Police Clearance - Barangay Certification - Certified Copy of Tracing Report		- Police Station where the child was found/abandoned - Barangay where the child was found/abandoned - Philippine National Red Cross (PNRC)	
7. Returned Registered Mail		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
8. Birth/Foundling Certificate		Philippine Statistics Authority	
9. Child’s Profile		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
10. Recent Photograph		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
11. Photograph of the Child upon Admission/Abandonment		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
12. Notice of Petition		Regional Director of the DSWD Office where the petition was filed	
13. Certificate of Posting		Local Social Welfare Office or Barangay, Health Center, etc., who caused the posting ordered by the DSWD Director	
14. Dental or bone ageing certificate		Hospital/Clinic where the child was submitted for check-up	

For Surrendered Cases:	
1. Transmittal Letter/Application letter address to Regional Director	Head of the CCAs and LSWDOS
2. Case Study Report	Licensed Social Worker from Provincial/City or MSWDO; CCA;
3. Notarized Deed of Voluntary Commitment (DVC)	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate	Philippine Statistics Authority
5. Recent Whole Body Photograph	Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF
6. Photograph of the Child upon Relinquishment/ Admission to Agency	Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF
Additional requirements/supporting documents	
7. Certificate of Authority for Notarial Act	Clerk of Court or Regional Trial/Family Court
8. Psychological Evaluation for 5 years old and above	Licensed Social Worker handling the case in the MSWDO; CCA
9. Death Certificate of birthparents if deceased	Licensed Psychologist
10. Psychological Report if birthparents is/are reported or diagnosed to be intellectually challenge	
11. Copy of Marriage Certificate	

*Per DSWD Administrative Order No. 12, s. of 2011 or the *Guidelines for the issuance of the DSWD Certification*, additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The concerned CCAs/ LSWDOS endorses the Petition/application and supporting documents to the DSWD – MIMAROPA - ARRU	<p>For abandoned children</p> <p>4.1 ARRU receives and review dossier of child. ARRU will inform the concerned CCAs/ LSWDO if there is discrepancies or incomplete documents through official letter</p> <p>4.2 Division Head endorse notice of petition to RD and examine the petition and request for posting</p>	None	<p>within 3 working days</p> <p>Within 3 days</p>	<p>ARRU Social Worker/ Officer-in-Charge Division Chief</p> <p><i>Initials of the Division Chief, PSU, and Com-based Head, ARRS Head, ARDO, Regional Director</i></p>

	of notice of petition in locality where the child was found			
	4.3 Once certificate of posting was received from locality, RD will render recommendation and endorse the petition to Central office		1 day	
TOTAL		None	7 working days	
	For surrendered children			
	1.1 ARRU receives and review dossier of child. ARRU will inform the concerned CCAs/ LSWDO if there is discrepancies or incomplete documents through official letter		within 3 working days	ARRU Social Worker, Immediate Supervisor, Com-based Head, Division Head and RD
	1.2 Division Head endorse the child's dossier to RD for approval and endorsement to central office		2 days	
TOTAL		None	5 working days	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback		Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA		
How feedback are processed		DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.		
How to file a complaint		Complaints can be filed thru sending a letter or email to DSWD MIMAROA. The name of person being complained and the circumstances of the complaint should be Included in the information.		

How complaints are processed	
Contact Information of CCB, PCC, ARTA	

11. Issuance of Newly Acquired Properties

Prior to issuance to end-user, all newly acquired properties, classified either as PPE or Semi-expendable properties shall be first be coordinated with Property and Supply Section (PSS) for recording and property tagging.

Office or Division:	Property and Supply – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	DSWD FO MiMaRoPa Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice and/ Delivery Receipt of item purchased or Property Transfer Report if transferred from other agency/donated Inspection and Acceptance Report Warranty Certificate (if applicable)		Procurement Officer Originating Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement Officer in-charge of the purchase or the end-user to submit request and requirements to PSS	1. Receive, record and check completeness of the documents needed (copy of Purchase Order (Exhibit 1), Inspection and Acceptance Report (Exhibit 2), Delivery Receipt/Sales Invoice and distribution list) submitted by the Procurement Officer in-charge of the purchase 2. Forward the documents to the Head, PSS for encoding at the Property Recording and Monitoring Inventory System (PREMIS)	None	5 minutes	AO III/ Administrative Aide IV, PSS

	3. As the administrator of the system, the Head, PSS will encode or record the newly acquired property to the system. 4. Print and sign three(3) copies of the Property Acknowledgement Receipt (PAR)(Exhibit 3) / Inventory Custodian Slip (ICS) (Exhibit 4). If the PAR/ICS is accounted to COS/MOA employee as SUB-PAR, a copy of UNDERTAKINGS must also be printed attached to the copy of PAR/ICS.	None	10-15 minutes	Head, PSS
	5. Forward the documents (PAR/ICS, Undertakings) to accountable person for their signature. 6. Place printed barcode sticker of the property for proper tagging. Get picture of the newly acquired property for documentation. 7. Provide a copy of PAR/ICS to the accountable officer, a copy to the Procurement Officer and one copy for the PSS file	None	5 minutes	AO III/ Administrative Aide IV, PSS
TOTAL:			20–25 minutes	

12. Issuance of Official Receipt to Payor

This covers the issuance of official receipt to pay or/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance and Management Service – Cash Division
Classification:	Simple
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizen G2G – Government to Government

Who may avail:	<ul style="list-style-type: none">- Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs)- Bidders- Donors- DSWD Officials and Employees (refund of overpayment of salaries, refund of unexpended Cash Advance, traveling expenses, etc.)- Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (2 originals)		Accounting Division (1 st Floor)		
2. Minors Traveling Abroad		MTA-Travelling Unit (Ground Floor)		
3. Cash/check (all originals)		Payor/donor		
4. Billing Statement (1 original)		Standards Bureau – Standards Compliance Monitoring Division, 3 rd Floor (Registration, Licensing or Accreditation Fee)		
5. Notice of Award (1 photocopy)		Procurement Management Service – Contract Monitoring Division, 2 nd Floor Extension Bldg. (Performance Bond)		
6. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat, 2 nd Floor Extension Building (Bid Documents)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure Order of Payment.	1. Receive the required documents and review for completeness and appropriateness 1.1 Prepare Order of Payment, if document/s is/are in order.	None	4 minutes	FMS-Accounting Unit Staff
2. Proceed to FMS Cash Unit Window and present Order of Payment and cash/check for the issuance of Official Receipt (OR)	2.1. Receive Order of Payment (OP) and cash/check from the pay or/donor. 2.2 Issue OR to acknowledge receipt of collection.	(Please see table below)	5 minutes	Collecting Officer FMS-Cash Unit

TOTAL:		9 minutes	
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PROCESSING FEE

- | | |
|---|------------------------|
| 1. Registration, Licensing or Accreditation Fee - | PHP 1,000.00 |
| 2. Minors Travelling Abroad - | PHP 300.00 |
| 3. Bid Document Fee- | Please see table below |

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75,000.00

13. Issuance of Permit to Study for DSWD Employees

The Permit to Study is given to DSWD Employee who want to pursue Bachelors, Graduate and Post-Graduate Degree while being employed by the Department.

Office or Division:	Human Resource Management and Development Division – Learning and Development Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD Employees who are undergoing Bachelors, Graduate and Post-Graduate Degree
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter with specific description of study to undertake a. Course/Degree b. Name of Academic Institution c. Class Schedule	The request letter must be signed by the employee and must be acknowledged by their immediate supervisor.

2. Proof of Enrollment (if available)		If the employee is currently undergoing bachelor's, graduate or post-graduate studies, they must submit also their proof of enrollment i.e. registration card		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Learning and Development Section (LDS)	LDS staff shall receive the request letter and prepare the Permit to Study.	None	15 minutes	Jamuel P. Balbaboco/ <i>Learning and Development Section</i>
2. Acknowledgement of Human Resource Management and Development Division	The Human Resource Management and Development Division (HRMDD) Chief will approve and put an initial certificate of completion of student trainee	None	1 hour	Genevive M. Berdin/ <i>HRMDD Chief</i>
3. Acknowledgement of Assistant Regional Director for Administration	The Assistant Regional Director for Administration will approve and sign the permit to study of employee.	None	1 hour	Joel S. Mijares/ <i>Assistant Regional Director for Administration</i>
4. Signing of Permit to Study	The Regional Director will approve and sign the Permit to Study of employee	None	2 days	OIC-Regional Director/ <i>Office of the Regional Director</i>
5. Issuance of Permit to Study	The employee will received their approved Permit to Study at the Learning and Development Section	None	15 minutes	Jamuel P. Balbaboco/ <i>Learning and Development Section</i>
TOTAL		None	2 days, 2 hours and 30 minutes	

14. Issuance of Student Training Program (STP) Certificate of Completion

The Student Trainee who accomplished their training and immersion in the Department will received a Certificate of Completion.

Office or Division:	Human Resource Management and Development Division – Learning and Development Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students who completed their on-the-job (OJT) training hours			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR)		DTR are issued to the student trainee by the Learning and Development Section upon their start of immersion/training program		
2. Accomplishment/Evaluation Report		<p>All Student Trainee are required to submit their accomplishment/evaluation report signed by their immediate supervisor during the immersion/training program.</p> <p>The student trainee's respective school or university issued their official template for accomplishment/evaluation report. The Learning and Development Section may also issue its own official accomplishment/evaluation report.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents such as DTR and accomplishment /evaluation report to LDS-STP Focal Person	LDS-STP Focal Person shall receive and conduct initial evaluation to Student Application requirements.	None	10 minutes	Jovel Ong V. Abrantes/ Learning and Development Section – Student Training Program (LDS-STP) Focal Person
2. Prepare STP Completion Certificate for signature of the designated authorities of DSWD	LDS-STP Focal will evaluate the documents submitted by the student trainee and compute their immersion/training hours.	None	1 hour	Jovel Ong V. Abrantes/ Learning and Development Section – Student Training Program (LDS-STP) Focal Person

3. Approval of STP Completion Certificate by the designated authorities of DSWD	The Human Resource Management and Development Division (HRMDD) Chief will approve and sign the certificate of completion of student trainee	None	2 days	Genevive M. Berdin/ <i>HRMDD Chief</i>
4. Issuance of STP Certificate of Completion to the student	The Student Trainee will be informed by the LDS-STP Focal upon approval of their Certificate of Completion	None	2 hours	Jovel Ong V. Abrantes/ <i>Learning and Development Section – Student Training Program (LDS-STP) Focal Person</i>
TOTAL		None	2 days, 3 hours and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>The Learning and Development Section encourage the Student Trainees and their Immediate Supervisor to give comments, feedback and suggestions during the conduct of Student Training Program.</p> <p>At the end of their Student Training Program, the Immediate Supervisor of each trainee must give their feedback and rating of their performance through the STP Evaluation Sheet. The Learning and Development Section will collect and consolidate the Evaluation Sheet. They can send their feedbacks through email at lds.fomimaropa@dswd.gov.ph.</p>
How feedbacks are processed	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Learning and Development Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit a complaint through the official email address of Learning Development Section at lds.fomimaropa@dswd.gov.ph .
How complaints are processed	Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.

	Reply letter shall be sent to the complainant.
Contact Information	Mr. Jamuel P. Balbaboco <i>Administrative Officer II</i> <i>Learning and Development Section Head</i> 8336-8106 loc. 305

15. Issuance of Travel Clearance Certificate for Minors Travelling Abroad

Travel Clearance is a certificate issued by the Department of Social Welfare and Development for minors traveling alone or accompanied by a person other than a parent or the legal guardian to a foreign country.

Office or Division:	Protective Management Division- Minors Traveling Abroad
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Filipino Minors Traveling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Issuance of MTA Blue cards	
1. Official Request for MTA Blue Cards signed by the Regional Director	Field Offices
Provision of Technical Assistance to field Offices on MTA Guidelines	
1. Request for Technical Assistance signed by the Regional Director	Field Offices
Office or Division:	Protective Management Division/DSWD Field Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Traveling Abroad
Response to MTA Inquiries	
1. Letter/ email/ phone inquiry or walk-in clients requesting information on MTA	Public
Office or Division:	DSWD Field Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Traveling Abroad
Issuance of Travel Clearance Certificate	
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides.
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)

4. Photocopy of PSA issued Marriage Contract of minor's parents / Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader or PSA issued CENOMAR for illegitimate minors	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. 2 original colored passport size photos of the minor (in Red or Blue Background)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc) Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Applicant
8. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket was availed
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants'/parents' place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from the Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child	Applicant
<i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)

3. Notarized Affidavit of Consent or Written Consent from parents	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
PSA; in case of deceased parent/s, copy of the Death Certificate.	
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be Enrolled	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
2. Photocopy of Seaman's Book of Parent/s	

<i>For Minors with alleged missing parent/s</i>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet		5 minutes	<i>Officer of the Day</i>
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply		5 minutes	<i>Social Worker</i>
3. Interview/Assessment	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority.		10 minutes	<i>Social Worker</i>

4. Review and Approval of the Application	4.1 Approves/Disapproves the application		5 Minutes	Supervisor/OIC
	4.1.a If Approved: Issuance of Claim Stub schedule of release (<i>Minimum of 1-day processing and maximum of 3 days processing</i>)		5 Minutes	Social Worker
	4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval of application 4.3 Notify the Nearby DSWD Field Offices 4.3. If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director		10 Minutes	Social Worker
5. Payment of Travel Clearance:	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received	PHP 300.00 for 1-year validity; Php600.00 for 2 years validity	3 Minutes	Cashier
6. Preparation of Travel Clearance	1.2 Encodes/Types the details of the applicant to the Travel Clearance Certificate		10 Minutes	Administrative Staff
7. Approval of the Regional Director	7.1 Signs/Approves		5 Minutes	Regional Director or the Authorized Approved Signatory

8	Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 Minutes	Administrative Staff
TOTAL			P300.00/ P600.00	1 hour 3 and minutes	

***Fees P 300.00 for one (1) Year and P 600.00 for two (2) years**

***Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse**

16. Performance Management

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Complex (multi-stage processing)			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DSPMS Forms		Employees		
PHASE 1: PERFORMANCE PLANNING AND COMMITMENT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Policy and Plans Division (PPD) in coordination with the different Division Heads will prepare the Office Performance Contracts (OPCs) and performance Indicators, that is anchored the DSWD Strategic Plan	None	20 days	PPD personnel

	2. The approved OPCs will be distributed to all Divisions as reference to the preparation of their Division Performance Contracts (DPCs)	None	1 day	<i>PPD personnel</i>
	3. Division Heads prepare designated target outputs for each program, project and/or activity	None	7 days	<i>Division Chiefs</i>
	4. Division Heads will cascade the OPC, DPC and performance measures to all personnel in preparation of their Individual Performance Contract (IPC)	None	1 day	<i>Division Chiefs</i>
	5. Division personnel (officers and staff) prepare their IPC with performance targets and measures	None	7 days	<i>Division personnel</i>
	6. Division personnel submit the prepared IPC to immediate supervisor for review and approval	None	1-3 days	<i>Division personnel</i>
	7. The immediate supervisor and staff will have one on one discussion for the finalization of the IPC	None	1-3 days	<i>Division personnel</i>
	8. The final IPC will be signed and submitted to HRPPMS for consolidation	None	1-3 days	<i>Division personnel</i>
	9. HRPPMS personnel receives and monitors the submitted IPCs from different divisions	None	20 days (may be extended depending on the volume of transactions handled)	<i>HRPPMS personnel</i>

TOTAL		None	65 days	May be extended depending on the volume of transactions handled
PHASE 2: PERFORMANCE MONITORING AND COACHING				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Division Chief and Immediate Supervisors will regularly monitor the DPC and IPC to determine if the target outputs are being accomplished <ul style="list-style-type: none">DPC monitoring may be providing accomplishment reports to track and ensure timely submission and quality execution of deliverablesIPC monitoring may be done through:<ul style="list-style-type: none">Regular meetingsOne-on-one discussionsReview of pertinent documents	None	20 days	Division Chiefs/ Supervisors
	2. The Division Chief and Immediate Supervisors should conduct performance checkpoints to identify missed deliverables and re-plan activities to address the delay in the attainment of the commitments	None	7 days	Division Chiefs/ Supervisors
TOTAL		None	27 days	May be extended depending on the volume of transactions handled
PHASE 3: PERFORMANCE REVIEW AND EVALUATION (INDIVIDUAL LEVEL)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Division Chief/Immediate Supervisor shall assess the individual employee performance based on the deliverables indicated in the IPC and with	None	1 day	Division Chiefs/ Supervisors

	supporting documents and evidences of outputs			
	2. A signed Individual Performance Contract Review (IPCR) will be submitted to HRPMS	None	1 day	<i>Division personnel</i>
	3. HRPMS personnel will encode the IPCR and submit the Summary of Individual Performance Ratings to Central Office	None	20 days (may be extended depending on the volume of transactions handled)	<i>HRPMS personnel</i>
TOTAL		None	22 days	May be extended depending on the volume of transactions handled

PHASE 3: PERFORMANCE REVIEW AND EVALUATION (DIVISION LEVEL)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Division Chief shall prepare the DPCR and the supporting documents within the prescribed assessment timeline	None	7 days	<i>Division Chief</i>
	2. The Head of Office (RD, ARD) shall conduct the performance assessment session for each Division to discuss the Division's accomplishments to determine the final rating.	None	1 day	<i>RD/ARD</i>
	3. Summary of DPCR will be submitted to PPD for review, validated and consolidated. DPCR will be used to assess the OPC of the Field Office	None	20 days (may be extended depending on the volume of transactions handled)	<i>PPD personnel</i>
	4. Regional Performance Management Team (RPMT) will conduct the office performance assessment that will be conducted semiannually through a performance assessment vis-à-vis physical and financial targets. The Office will need to submit the Office Performance Contract Review (OPCR)	None	20 days (may be extended depending on the volume of transactions handled)	<i>RPMT secretariat</i>
	5. PPD shall submit the assessed and validated OPCR and DPCR to Central	None	1 day	<i>PPD personnel</i>

	Office.			
TOTAL		None	49 days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed through sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: On Programs and Services- SPD will be the one replying to the complaint On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact information of DSWD Program Management Bureau	Tel. No. – 931-91-41 Email address: psb@dswd.gov.ph

17. Process for Disposal of Valueless Records

This covers the proper disposal of valueless records of DSWD MIMAROPA.

Office or Division	Administrative Division- Records Management Section			
Classification	Simple			
Types of Transaction	Internal Transaction			
Who May Avail	DSWD MIMAROPA Staff			
Check List of Requirements		Where to Secure		
List and Documents to be disposed NAP Form No. 3				
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Prepare list and documents to be disposed	1.1 Receive and review records based on the list for disposal submitted	None	30 minutes	<i>Records Staff</i>

	1.2 Consolidate list of all records for disposal	None	1 working day	<i>Records Staff</i>
	1.3 Submit signed request for disposal using NAP Form No. 3 to National Archives of the Philippines	None	15 minutes	<i>Records Staff</i>
	1.4 Wait for the approved Authority to dispose	None	3-6 months	<i>Records Staff</i>
	1.5 Upon approval of NAP, request for available schedule to the NAP Authorized buyer to conduct the actual disposal	None	5 minutes	<i>Records Staff</i>
	1.6 Notify COA, IAS, and NAP of the schedule of the actual disposal	None	2 minutes	<i>Records Staff</i>
	1.7 Conduct Actual Disposal	None	1 hour	<i>Records Staff</i>
	1.8 Receive Certificate of Disposal signed by NAP representative	None	5 minutes	<i>Records Staff</i>
	1.9 NAP authorized buyer will forward the proceed of Sale to Cash Section.	None	5 minutes	<i>Records Staff</i>
	1.10 File	None	2 minutes	<i>Records Staff</i>

	relevant records			
TOTAL		None	6 months, 1 day, 2 hours and 4 minutes	

18. Processing of Incoming Documents

This process covers the receipt and release of documents in DSWD- Field Office MIMAROPA.

Office or Division	Administrative Division- Records Management Section			
Classification	Simple			
Types of Transaction	G2G- Government to Government C2C- Government to Citizens			
Who May Avail	Internal Staff and External Clients			
Check List of Requirements		Where to Secure		
Documents to be incoming				
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Send/Hand Carry Documents	1.1 Pick-up/ receive documents (Issue Certificate of Appearance to Municipal Representative upon Request)	None	5 minutes	<i>Records Staff</i>
	1.2 Encode received documents on the Records Tracker database, logbook (for documents without transmittal), and DCALS (for documents addressed to Regional Director)	None	30 minutes	<i>Records Staff</i>
	1.3 Assigned Tracking	None	5 minutes	<i>Records Staff</i>

1	number on each document based on Records Tracker database			
	1.4 Route documents to concerned section or division	None	20 minutes	<i>Records Staff</i>
P	TOTAL	None	60 minutes	

19. Processing of Incoming Vouchers

This process covers the receipt of vouchers from the SWADT offices.

Office or Division	Administrative Division- Records Management Section			
Classification	Simple			
Types of Transaction	C2G- Government to Government			
Who May Avail	Internal Staff			
Check List of Requirements		Where to Secure		
Vouchers to be processed				
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Send/Hand Carry Documents	1.1 Pick-up/received documents from Guard house	None	5 minutes	<i>Records Staff</i>
	1.2 Check and attached route slip on each voucher and fill it up for needed data. Encode the same to logbook.	None	20 minutes	<i>Records Staff</i>
	1.3 Forward the vouchers to the concerned unit/division together with accomplished Route Slip to units concerned.	None	15 minutes	<i>Records Staff</i>
TOTAL		None	40 minutes	

20. Process of Numbering Regional Special Order (RSO), Regional Administrative Order (RAO), and Regional Travel Order (RTO)

This process covers the numbering and safekeeping of Regional Orders.

Office or Division	Administrative Division- Records Management Section			
Classification	Simple			
Types of Transaction	G2G-Government to Government			
Who May Avail	DSWD MIMAROPA Staff			
Check List of Requirements		Where to Secure		
RSO, RAO, or RTO to be numbered				
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Prepare order/s to be numbered	1.1 Receive order/s from the concerned section and encode the same to the corresponding database	None	1 minute	<i>Records Staff</i>
	1.2 Assigned tracking number based on database and returned to the concerned staff	None	2 minutes	<i>Records Staff</i>
	1.3 Order/s will be forwarded to Office of the Regional Director for approval	None	30 mins	<i>Concerned Staff</i>
	1.4 Upon receipt of approved copy of order/s, file on the corresponding data file box	None	2 minutes	<i>Records Staff</i>
2	TOTAL	None	35 minutes	

21. Process of Outgoing Documents

This process covers sending documents to SWADT offices and external partners.

Office or Division	Administrative Division- Records Management Section			
Classification	Simple			
Types of Transaction	G2G-Government to Government			
Who May Avail	DSWD MIMAROPA Staff			
Check List of Requirements		Where to Secure		
Documents to be sent				
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Prepare documents for outgoing	1.1 Received documents for shipment from concerned section.	None	2 minutes	<i>Records Staff</i>
	1.2 Wait for the outgoing schedule (Tuesday and Thursday)	None	1-2 working days	<i>Records Staff</i>
	1.3 Prepare delivery receipt by encoding received documents on Excel database and Records Tracker Database.	None	30 minutes	<i>Records Staff</i>
	1.4 Accomplish Airway Bill provided by the courier and put the documents on envelope and pouch according to province	None	15 minutes	<i>Records Staff</i>

	1.5 Call courier for pick-up schedule of the documents	None	10 minutes	<i>Records Staff</i>
	1.6 Forward documents to Guard House	None	2 minutes	<i>Records Staff</i>
TOTAL:		None	2 days, 59 minutes	

22. Processing of Application of Prospective Adoptive Parents

Office or Division:	PMD-Adoption Resource and Referral UNIT (ARRU)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	Local Government Units (LGUs) and Field Office (FO)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Prospective Adoptive Parent’s (PAPs) Dossier			
1. Home Study Report (HSR)		DSWD FOs and LGUs	
2. Birth Certificate of Applicants and Children		Philippine Statistics Authority	
3. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation documents		Philippine Statistics Authority Philippine Courts	
4. Death Certificate, if necessary		Philippine Statistics Authority	
5. Consent for Adoption (if 10 years old and above)		DSWD FOs, LGUs	
6. Photograph of the Child upon Relinquishment/ Admission to Agency		Licensed Social Worker handling the case in the DSWD Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
7. Certificate of Attendance to Adoption Forum		DSWD FOs, LGUs and CPAs	
8. Physical & Medical Evaluation Certification		Physician, Applicants	
9. Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers)		Psychologist, Applicants	
10. NBI or Police clearance (at least one (1) year before the preparation of HSR)		National Bureau of Investigation Police Station	

11. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
12. 3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months).	Applicant
13. Three (3) letters of character references who have known the applicants for at least 3 years	Character Reference
14. Affidavit of Temporary Custody	Applicant

Additional requirements for foreign nationals				
<ol style="list-style-type: none"> 1. Certification by his or her diplomatic or consular office or any appropriate government agency that she/he has a legal capacity to adopt in his or her country and his or her governments allows the adoptee to enter his or her country as his or her adopted child. 2. Certificate of residence in the Philippines issued by the Bureau of Immigration or DFA 3. Police clearance from all place or residence in the past two years prior to residing in the Philippines 4. Two (2) character reference from non-relatives who knew the applicants in the country of which he/she is a resident/citizen prior to residing to the Philippines except for those who have resided in the Philippines for more than 15 years 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>The Applicants submit the application form and all the documentary requirements</p> <p>The concerned CCAs/ LSWDOS endorses the Petition/application and supporting documents to the DSWD – MIMAROPA –ARRU</p>	1. Attendance to adoption forum/seminar/ Pre-adoption Counseling conducted in DSWD FO or SWADT Offices		1 day	<i>Initials of the Division Chief, PSU, and Com-based Head, ARRS Head, ARDO, Regional Director</i>
	2. Submission of application and requirements to DSWD FO or SWADT Offices/ LSWDOS		1 day	
	3. Assessment/ Home visitation on the PAPs, preparation of Home Study Report		90 days	
	4. ARRU receives and review the dossier of PAPS		within 3 working days	
	5. ARRU endorse applicant's dossier to Division Head for further review and endorsement to RD		(1 day)	

	6.	Division Head endorse applicant's dossier to the Regional Director for approval	(1 day)	
	7.	Presentation of case to matching conference	(1 day)	
	8.	Submission of acceptance letter	(within 7 days)	
	9.	Issuance of Pre-Adoption Placement Authority (PAPA) and Affidavit of Consent to adoption (ACA)	(2 days)	
	10.	Placement of child with the Prospective Adoptive Parents	(within 5 days upon issuance of ACA/PAPA)	
	11.	Supervision of placement of the child and the PAPS	Within 30 days upon issuance of PAPA and ACA	
TOTAL			142 days	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback		Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA		
How feedback are processed		DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.		
How to file a complaint		Complaints can be filed thru sending a letter or email to DSWD MIMAROA. The name of person being complained and the circumstances of the complaint should be Included in the information.		
How complaints are processed				
Contact Information of CCB, PCC, ARTA				

23. Processing of Assistance to Children in Need of Special Protection

Office or Division:	Protective Services Division - CNSP
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who May Avail:	Children in Need of Special Protection
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID 2. Birth Certificate 3. Social Case Study Report 4. Legal Documents/Medical Records (*additional documents may be required depending on the case or as need arises i.e Social Case Study Report)	DSWD Field Office-MIMAROPA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The family of the Children in Need of Special Protection may visit the Field/ Regional Office (walk-in clients)	1. The Social Welfare Officer receives the walk-in client and review documents	None	10-15 mins	CNSP Social Worker
	2. Interview and assessment of the problem / Attend to queries and provide counselling if necessary		1-2 hours	CNSP Social Worker
	3. The client is assessed to be needing financial assistance, the social worker will refer the client to CIU for provision of financial assistance. Or,		7 working days (depending on approval and availability of funds in CIU)	CNSP Social Worker and CIU
	4. Refer the case to specific Field Office/LGUs for case management and further assistance/intervention i.e aftercare services			CNSP Social Worker

Process I				
The family of Children in Need of Special Protection may be referred by DSWD Central Office, other Field Offices or LGUs. (referral	1. Receives the referral letter from other field office/LGUs/ Central Office	None	15-30 minutes	CNSP Social Worker
	2. Coordinate with the client, if needing further information on the case, coordinate with the client, families, LGUs and other agencies to gather pertinent data.		1 day	CNSP Social Worker
	3. Refer the case to specific Field Office/LGUs for case management and further intervention		4-5 working days	CNSP Social Worker
End of Process I				
Process II				
The social worker receives the needed documents from LGUs (feedback reports/response from LGUs)	1. Receives needed documents from LGUs as requested	None	15 to 30 mins. (receiving of feedback report/other request from LGUs varies upon the date of compliance/	CNSP Social Worker and LGUs

			<i>submission of LGUs)</i>	
	2. Provide Update/Feedback report to the referring party or client	None	4-5 working days	CNSP Social Worker
	3. Refer the case for monitoring and possible after care services to LGUs	None	4-5 working days	CNSP Social Worker
End of process II				
Process III				
For complicated cases, such as request for Parenting Capability Assessment Report (PCAR), Case Conference etc. of CNSP cases	1. The social worker request for Parenting Capability Assessment or dialogue or Case Conference with the parents/guardian of CNSP, the social worker have to get the LGUs report to assess the situation of both parties and case	None	20 working days or more <i>(depending on the case and number of possible sources of information involve in the case)</i>	CNSP Social Worker and LGUs

	<p>conference depends on the availability of both parties.</p> <p><i>(this should apply when the other client is residing in Manila and the other client is under the jurisdiction of MIMARO PA) – (case to case basis)</i></p>			
	2. Conduct of Case Conference /dialogue to guardian of CNSP cases and Agreement of both parties.	None	1 day	CNSP Social Worker
	3. Refer the CNSP case to LGUs for further assistance/ intervention or after care	None	4-5 working days	CNSP Social Worker and LGUs

	services and monitoring of the case.			
End of Process III				
TOTAL:	None	49 days, 3 hours, 15 minutes		

24. Processing of Assistance to Distressed Overseas Filipinos and their Families

Office or Division:	Program Services Division – International Social Services Office (ISSO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	Distressed Overseas Filipinos and their Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Documents 2. Valid ID 3. Social Case Study Report *additional documents may be required depending on the case or as need arises		DSWD Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Distressed Overseas Filipino or their family may visit the Field/ Regional Office	5. The Social Welfare Officer receives the walk-in client and review documents 6. Interview and assessment of the problem / Attend to queries and provide counselling if	None	10-15 minutes 2-3 hours	<i>ISSO Social Worker</i>

	<p>necessary</p> <p>7. If the client is assessed to be needing financial assistance, the social worker will refer the client to Crisis Intervention Section (CIS) for provision of financial assistance or;</p> <p>8. Refer the case to specific Field Office/LGUs for case management and further assistance/intervention i.e. aftercare services</p>		<p>1-2 hours</p> <p>3-4 working days</p>	
<p>The Distressed Overseas Filipino or their family may be referred by SWAtts, other Field Offices or LGUs.</p>	<p>PROCESS I</p> <p>1. Receives the referral letter from other field office/LGUs/ Central Office</p> <p>2. If needing further information on the case, coordinate with the client, his families, LGU and other agencies to gather pertinent data.</p>	<p>None</p>	<p>15-30 minutes</p> <p>1 day</p> <p>4-5 working</p>	<p>ISSO Social Worker</p>



	3. Refer the case to specific Field Office/LGUs for case management and further intervention		days	
	Process II 1. Receives needed documents from LGUs as requested.		15-30 minutes	
	2. Provide Update/Feed back report to the referring party or client 3. Monitor the case and refer for possible care services to LGUs		4-5 working days	
TOTAL:		None	15 days, 6 hours, 15 minutes	

25. Processing of Assistance to Person's with Disability

Office or Division:	Protective Services Division (PSD)- Person with Disability Sector	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who May Avail:	Persons with Disabilities and their Families	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Medical Assistance	Social Case Study at Local Social Welfare Offices	
2. Social Case Study Report or Crisis Intervention Intake Sheet	Medical Certificates/ Abstract /Billing – Hospital/ Doctors	
3. Medical Certificates / Clinical Abstract/ Billing Statement	Certificate of Indigency – Barangay	
4. Valid Identification Card		

5. Certificate of Indigency 6. Educational Assistance 7. Social Case Study Report or Crisis Intervention Intake Sheet 8. Certificate of Enrollment 9. Valid Identification Card 10. Certificate of Indigency 11. Burial Assistance 12. Social Case Study Report or Crisis Intervention Intake Sheet 13. Funeral Contract 14. Valid Identification Card 15. Certificate of Indigency 16. Assistive Devices 17. Social Case Study Report or Crisis Intervention Intake Sheet 18. Medical Certificates 19. Certificate of Indigency 20. Valid ID or PWD ID of beneficiaries (patient) 21. 22. *required documents based on the request assistance additional documents may be require depending on the cases or as need arises				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Persons with Disability and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In- Clients- Funds c/o to PWD 1. Social Worker / Persons with Disability Focal Person receives and review the documents 2. If documents are complete; Social Worker to prepare the certificate of eligibility, voucher for approval of division chief 3. Voucher for	None	2-3 minutes 3-5 minutes 3 working days 1 working days	<i>Regional PWD Focal, Division Chief, Accounting, Budget, Cash Unit and ORD office</i>

	<p>approval of budget, accounting and RD or ARDO and for preparation of check of cash, approval of checks and</p> <p>4. Cash unit will send client check to SWAD Offices thru mail</p> <p>Note:</p> <p>Persons with Disability and their families in crisis situation c/o CIU funds – Cash Outright PWD Sector provide financial assistance as augmentation to local government unit particularly persons with maintenance (e.g persons with mental disability, cancer patients) and persons with disability enrolled in schools</p>			
Persons with Disabilities and their families may visit Local Social Welfare and Development Office.	<p>For Referral Clients</p> <p>One (1) day review of submitted docs of referring / requesting party/ preparation and approval of Payroll and Voucher in the Division</p> <p>Five (5) days</p>	None	<p>11 working days</p> <p>1 working day</p> <p>5 working days</p> <p>2 to 5 working days</p>	<p><i>LGU Worker, Regional PWD Focal, Division Chief, Accounting, Budget, Cash Unit and ORD office</i></p>

	approval of budget and accounting and RD/RD, preparation of check vis a vis approval. Release of Financial Assistance by schedule 2 to 5 days after the availability of cash advances and approved travel order. Release conducted in the field /place of requesting party.			
Persons with Disability and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	Requesting Assistive Device for walk-in-clients 1. Social Worker / Persons with Disability Focal Person receives and review the documents 2. If documents are complete; Social Worker to prepare the certificate of eligibility, gatepass for approval of division chief 3. Release of Assistive Device to walk in clients		2-3 minutes 3-5 minutes 3-5 minutes	<i>PWD focal persons and division chief</i>
Persons with Disabilities and their families may visit Local Social Welfare and Development Office or SWADT Offices	Requesting Assistive Device for referred-clients 1. Social Worker review the documents,	None	3-5 minutes	<i>Requesting Party, PWD Focal and Division Chief</i>

	prepare the certificate of illegibility and approved by division chief 2. Release of Devices immediately after the approval of the documents Note: Hauling of devices from regional office to requesting party place c/o to requesting party.			
TOTAL:		None	34 days, 26 minutes	

26. Processing of Assistance to Persons Living with HIV

Office or Division:	Protective Services Division (PSD)- Persons Living with HIV		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizens		
Who May Avail:	Persons living with HIV and their Families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance <ul style="list-style-type: none"> • Social Case Study Report or Crisis Intervention Intake Sheet • Medical Certificates / Clinical Abstract/ Billing Statement • Valid Identification Card • Certificate of Indigency • Copy of Medicine Prescription • Copy of Request of Laboratories and other treatment Educational Assistance <ul style="list-style-type: none"> • Social Case Study Report or Crisis Intervention Intake Sheet • Certificate of Enrollment • Valid Identification Card • Certificate of Indigency Burial Assistance <ul style="list-style-type: none"> • Social Case Study Report or 		Social Case Study at Local Social Welfare Offices Medical Documents- Hospitals and Doctors Certificate of Indigency – Barangay address of the clients	

Crisis Intervention Intake Sheet <ul style="list-style-type: none"> • Funeral Contract • Valid Identification Card • Certificate of Indigency <p>*required documents based on the request assistance additional documents may be require depending on the cases or as need arises</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In-Clients- Funds with cash available through SDO 1. Social Worker / PLHIV Focal Person receives and review the documents 2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of division chief 3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake 4. Release of cash to clients	None	2-3 minutes 2-3 minutes 5-10 minutes 1-2 minutes 7 minutes with social case study and intake and other supporting documents) 17 minutes without social case study report or intake	<i>PLHIV Focal Persons/ SWADT Social Worker and SWADT Leader /Division Chief</i>
Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In-Clients- Funds - Voucher Scheme 1. Social Worker / PLHIV Focal Person receives and	None	2-3 minutes 2-3 minutes 5-10 minutes	<i>PLHIV region focal, division chief, budget, accounting, ORD/ARDO Office, cash section</i>

	<p>review the documents</p> <p>2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of division chief</p> <p>3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake</p> <p>4. Social Worker to prepare voucher for approval of Division Chief, Budget, Accounting, RD or ARDO</p> <p>5. Preparation of Check and approval</p> <p>6. Release of check to clients</p>		<p>6 working days</p> <p>1 working day</p> <p>1-2 minutes</p>	
<p>Persons Living with HIV and their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs)</p>	<p>For Referral Clients</p> <p>1. Social Worker received and reviewed the documents, if documents are complete, preparation of certificate of eligibility, voucher for approval of division chief</p> <p>2. Voucher for approval of budget,</p>	<p>None</p>	<p>5 working days</p> <p>1 working day</p> <p>1 day</p>	<p><i>LGU, PLHIV region focal, division chief, budget, accounting, ORD/ARDO Office, cash and SWAD Offices</i></p>

	accounting section, ORD/ARDO office, cash unit for preparation of check and approval of check 3. Cash unit will send client check to SWAD Offices thru mail 4. SWAD office to contact and release check to clients			
TOTAL:		None	14 days, 1 hour	

27. Processing of Assistance to Survivor of Trafficking and their Families

Office or Division:	Protective Services Division (PSD)- RRPTP		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizens		
Who May Avail:	Survivor of Trafficking and their Families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance • Social Case Study Report or RRPTP Intake Sheet • Medical Certificates / Clinical Abstract/ Billing Statement • Valid Identification Card • Certificate of Indigency • Copy of Medicine Prescription • Copy of Request of Laboratories and other treatment Educational Assistance • Social Case Study Report or RRPTP Intake Sheet • Certificate of Enrollment • Valid Identification Card • Certificate of Indigency Burial Assistance • Social Case Study Report or RRPTP Intake Sheet • Funeral Contract • Valid Identification Card • Certificate of Indigency Livelihood Assistance • Livelihood Assessment Form • SLP Profile Form for Individual		Social Case Study at Local Social Welfare Offices Medical Documents- Hospitals and Doctors Certificate of Indigency – Barangay address of the clients DSWD SLP project Development Officer LSWDO Offices	

Referrals <ul style="list-style-type: none">• Certificate of Eligibility• Mungkahing Proyekto• SCF Modality Application Form <p>*required documents based on the request assistance additional documents may be</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Victim Survivor of Trafficking and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In-Clients- Funds with cash available through SDO 1. Social Worker receives and review the documents 2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of SWAD Leader as SDO 3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake 4. Release of cash to clients	None	2-3 minutes	
			2-3 minutes	
			5-10 minutes	
			1-2 minutes	
TOTAL:		None	18 minutes	
Victim Survivor of Trafficking and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In-Clients- Funds - Voucher Scheme 1. Social Worker receives and review the documents 2. If documents are complete;	None	2-3 minutes	
			2-3 minutes	

	<p>Social Worker to prepare the certificate of eligibility, voucher for approval of division chief</p> <p>3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake</p> <p>4. Social Worker to prepare voucher for approval of Division Chief, Budget, Accounting, RD or ARDO</p> <p>5. Preparation of Check and approval</p> <p>6. Release of check to clients</p>		<p>5-10 minutes</p> <p>6 working days</p> <p>1 working day</p> <p>1-2 minutes</p>	
TOTAL:		None	7 days, 18 minutes	
<p>Victims Survivor of Human Trafficking their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs)</p>	<p>For Referral Clients</p> <p>1. Social Worker received and review the documents, if documents are complete, preparation of certificate of eligibility, voucher for approval of division chief</p> <p>2. Disbursement Voucher for approval of budget, accounting section, ORD/ARDO office,</p>	None	<p>5-7 minutes</p> <p>5 working days</p>	<p><i>LGU, RRPTP, division chief, budget, accounting, ORD/ARDO Office, cash and SWAD Offices</i></p>

	cash unit for preparation of check and approval of check 3. Cash unit will send client check to SWAD Offices thru mail 4. SWAD office to contact and release check to clients		1 working day 1 working day (total – 7 working days) – based on MC No 20 series of 2015 Guidelines in the implementation of the Recovery and Reintegration Program for Trafficked Persons	
TOTAL:		None	7 days, 7 minutes	
Victims Survivor of Human Trafficking their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs) and SLP Provincial Office	Victims Survivor availing Livelihood Assistance (Walk-in and Referral) 1. RRPTP Social Worker receives and review the documents 2. If documents are complete, social worker to prepare voucher 3. Disbursement Voucher for approval of division chief, budget, accounting section head, ORD/ARDO	None	5 working days 1 working day	<i>LGU, RRPTP, division chief, budget, accounting, ORD/ARDO Office, cash and SWAD Offices</i>

	office, cash unit for preparation of check and approval of check 4. Cash unit will send client check to SWAD Offices thru mail 5. SWAD office to contact and release check to clients		1 working day <i>(total – 7 working days) – based on MC No 20 series of 2015 Guidelines in the implementation of the Recovery and Reintegration Program for Trafficked Persons</i>	
TOTAL:		None	7 days	

28. Processing of Matching Conference and Child Placement (Issuance of Pre-Adoptive Placement Authority, Affidavit of Consent to Adopt or Regional Adoption Clearance)

Office or Division:	PMD-Adoption Resource and Referral UNIT (ARRU)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	Local Government Units (LGUs) and Field Office (FO)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Child's Dossier			
1. Endorsement		DSWD FOs	
2. Child Study Report		DSWD FOs, CCAs, CPAs	
3. Birth Certificate Certificate original)	Certificate/Foundling (2 SECPA copies original)	Philippine Statistics Authority (PSA)	
		DSWD FOs or Central Office (CO)	
5. Two (2) original copies of the CDCLAA (numbered)		DSWD FOs or CO	
6. Health and Medical Profile		DSWD FOs, CCAs, CPAs	
7. Psychological Evaluation Report		DSWD FOs, CCAs, CPAs	

8. Recent Photograph		DSWD FOs, CCAs, CPAs		
9. Child's Profile		DSWD FOs, CCAs, CPAs		
10. Regional Clearance for Inter-country Adoption		DSWD FOs		
11. Consent for Adoption (if 10 years old and above)		DSWD FOs, CCAs, CPAs		
12. Other documents, as necessary.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. ARRU receives the child's CDCLAA (1 day) and inform the Child Caring Agency and requires for submission of child's dossier for matching through written communication.		1 day upon receipt of the CDCLAA	<i>Initials of the Division Chief, PSU, and Com-based Head, ARRS Head, ARDO, Regional Director</i>
	2. Upon receipts of the complete dossier for matching, ARRU review the documents and schedule for the matching conference and provide the RCWSG copies of the child's and PAPs dossiers		2 days before the matching conference	
	3. Presentation of case to matching conference, issuance of matching certificate and Issuance of Regional Adoption Clearance for children (1 day) not matched		1 day	<i>Secretariat, RCWSG, Initials of the Division Chief, PSU, and Com-based Head, ARRS Head, ARDO, Regional Director</i>
	4. Endorsement to central office of child's dossier for children not matched (2 days)		2 days	<i>ARRU SW</i>

	5. ARRU inform the PAPS and child's case manager of the result of matching (1 day)	1 day	<i>PAPS and ARRU SW</i>
	6. Submission of PAPS acceptance letter (within 7 days) and	Within 7 days upon matched	<i>Regional Director</i>
	7. Approval of PAPA/ACA by RD upon receipt of acceptance letter	2 days upon receipt of acceptance letter	<i>ARRU/SWADT or LGU SW</i>
	8. Entrustment of child to adoptive parents	(within five days upon issuance of ACA/PAPA)	
	9. Monitoring of filing of petition for adoption until issuance of adoption decree, certificate of finality and amended birth certificate		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Petitioner/LSWDOS send memo/email to DSWD-MIMAROPA
How feedback are processed	DSWD-MIMAROPA -ARRU send reply letter/memo to the Concerned officer/person.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD MIMAROPA. The name of person being complained and the circumstances of the complaint should be

	Included in the information.
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

29. Processing of Request for Obligations and Status (ORS)

The processing of ORS is used to obligate funds to pay sum of money for commitments that the government may incur or enter into for the delivery of goods and services for programs, activities and projects (PAPs) certified as to funding, approved Work and Financial Plan (WFP) and cost parameter by the Head of the Budget Section or his Authorized Representative.

Office or Division:	Financial Management Division- Budget Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Government Offices, Business Companies, Citizens/Individuals, Employees and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Incoming and recording of ORS for payment of Disbursement Voucher (DV) and other supporting Documents	Receive signed Obligation Request and Status (ORS) with DV and other Required Documents Certified by the Head of Requesting Office that Charges to appropriation/ allotment are necessary, lawful under		3 minutes	<i>Incoming Officer</i> (Regina D. Suganob, AA III)

	the direct supervision; and supporting documents valid, proper and legal.			
	Encode ORS data using incoming database		2 minutes	<i>Incoming Officer</i> (Regina D. Suganob, AA III)
Review and Obligation of ORS and other Supporting Documents	Review and Obligate Funds based on valid Sub-ARO, in Accordance with WFP and conforms with the Budget/Cost Parameters		10 minutes	<i>Fund Controller</i> (Romar D. Delfin, AA I) (Rylyn S. Lee- AA II) (Nerissa Cunanan- AA III) (Regina D. Suganob, AA III) (Daisy Afaigao- AA III) (Jessie R. Jambalos- AA III)
2 nd Review of ORS and other Supporting Documents (If applicable)			8 minutes	<i>Budget Officer</i> (Janeth B. Alenain- Financial Analyst I)
Final Review and Approval of ORS and other Supporting Documents			5 minutes	<i>Head of Section/Authorized Representative</i> (Pacita Noren Ysug-Villazorda -AO IV) [Angelita M. Bustillos- Financial Analyst III (Special Programs/ Projects)] [Marie Rose Alrie R. Fontillara- PDO II (Special Programs/ Projects)]
Outgoing of ORS and other Supporting Documents			2 minutes	(Nerissa Cunanan- AA III)
TOTAL			30 minutes	

1.1 Business Process for Payment of Delivered Purchase Orders and Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Incoming and Updating of ORS for payment of Procured Goods and Services	Update Status of Obligation		3 minutes	Fund Controller (Nerissa Cunanan- AA III)
Outgoing of ORS and other Supporting Documents			2 minutes	Outgoing Officer (Nerissa Cunanan- AA III)
TOTAL			5 minutes	

30. Procurement of Goods and Services through Competitive Bidding

This process covers the pre-procurement, procurement, and post –award phase of competitive bidding for goods and services.

Office or Division:	Administrative Division -Procurement Section			
Classification:	Covered by special law (RA 9184) Government Procurement Law			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Internal Staff / Interested Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (3 copies) Project Proposal or Terms of Reference Technical Assistance Report Project Procurement Management Plan Annual Procurement Plan		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. 1.1 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request	N/A	10 minutes	Admin Staff/ Procurement Officer –in-Charge

<p>2. Submit the correct format and complete supporting documents</p>	<p>(PR) form</p> <p>1.2 Check if it is signed by proper signatories</p> <p>1.3 Check if it is produced in three (3) original copies</p> <p>1.4 For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS</p> <p>1.5 For repairs, check if there is Pre-Repair Inspection Report</p> <p>1.6 Check if the technical specifications are complete and detailed</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer</p>		2 minutes	<i>Incoming Admin Staff</i>

	in Charge within 10 minutes from receipt.			
3. Submit the supplemental PPMP	<p>4. The BAC Secretariat shall assess and evaluate if the requested goods and services are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>		30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	5. The TWG and BAC Secretariat will prepare the bidding documents .		3 hours	<i>TWG /BAC Secretariat</i>
	<p>6. The BAC Secretariat shall check:</p> <p>a. If the ABC is Php 1 Million and above, the BAC Secretariat shall:</p> <p>i. Calendar the Schedule of BAC Activities</p> <p>ii. Prepare the</p>		3 hours	<i>BAC Secretariat</i>

	<p>Notice of Meeting to the BAC, TWG and end user for the conduct of Pre-Procurement Conference</p> <p>If the ABC is below Php 1 Million, the BAC Secretariat shall</p> <ol style="list-style-type: none"> Review the Bidding Documents Facilitate the signing of the Invitation to Bid (ITB) by the BAC Chairperson or Vice Chairperson Post the same to the PHILGEPS and DSWD website and conspicuous place in the DSWD Print the PHILGEPS page showing its posting 			
	<p>7. Conduct of Pre-Procurement Conference to discuss the readiness of the project at hand to undergo the procurement process. The Minutes of the Pre-Procurement Conference shall be prepared by the</p>		1 day	<i>BAC/ BAC Secretariat/ TWG/ End User</i>

	BAC Secretariat and routed for comments and approval from the conduct of the Pre-Procurement Conference			
	8. Immediately thereafter, the BAC Secretariat shall revise the Bidding Documents in accordance to the agreements made during the Pre-Procurement Conference		3 hours	<i>BAC /BAC Secretariat/ TWG</i>
	9. Facilitate the signing of the ITB by the BAC Chairperson or Vice Chairperson		30 minutes	<i>BAC Secretariat/BAC Chairperson/ Vice -Chairperson</i>
	10. Post the Invitation to PHILGEPS and DSWD website and conspicuous places in DSWD. Print the PHILGEPS posting and DSWD page showing its posting		1 hour (Posting to PHILGEPS is 7 Calendar Days)	<i>BAC Secretariat</i>
	11. Print/Reproduce and package the Bidding Documents		4 hours	<i>BAC Secretariat</i>
	12. Facilitate the issuance of Bidding Documents (Please refer to Purchase of Bidding Documents Business Process)		8 minutes	<i>BAC Secretariat</i>
	13. Prepare and Issuance of the		2 hours	<i>BAC Secretariat/BAC</i>

	Notice of Meeting/Letter to Observers			
	14. Prepare the Notice of Pre-Bid Conference to the BAC/TWG /End User		10 minutes	<i>BAC Secretariat</i>
	15. Conduct of Pre-Bid Conference within twelve (12) days from posting of the Invitation to Bid. The Minutes of the Pre-Bid Conference shall be immediately prepared by the BAC Secretariat and be routed for comments and approval.		1 day (12 Calendar Days before deadline and submission of bids)	<i>BAC/TWG /BAC Secretariat /End User/Observer</i>
	16. The BAC Secretariat shall , within seven (7) days before the conduct of the Bid Opening , facilitate queries made by prospective bidders through routing the query to the BAC and/or the end user, if necessary.		Within 7 Calendar Days before the submission of bid	<i>BAC Secretariat/BAC</i>
	17. Prepare a Supplemental Bid Bulletin should there be changes on the Bidding Documents as agreed during the Pre-Bid Conference or in response to written queries made by prospective bidders to BAC		1 hour	<i>BAC/ BAC Secretariat</i>

	18. On the deadline set for submission of bids, the BAC shall open the submitted bids. The BAC Secretariat shall prepare the Minutes of the Bid Opening and Abstract of Bids		1 day Submission	<i>BAC/ BAC Secretariat/ TWG</i>
	19. The BAC Secretariat shall, within seven (7) days from the conduct of the bid opening: a. Conduct the bid evaluation to determine any arithmetical errors in the bids submitted by the bidders. b. Determine the Lowest Calculated Bidder (LCB) is requested to submit the required post-qualification documents within five (5) calendar days from receipt of notice.		2 hours	<i>BAC Secretariat/BAC/ TWG</i>
	20. Conduct of post –qualification to the LCB.		5 calendar days	<i>TWG/BAC Secretariat</i>
	21. Prepare a letter to the bidders who submitted their bids informing them		30 minutes	<i>BAC Secretariat/BAC</i>

	of such receipt.			
	22. Upon submission of the LCB of the post qualification documents, the TWG shall evaluate the bid submitted within 15 to 45 days from the submission of the post qualification documents.		3 days	<i>TWG/BAC Secretariat</i>
	<p>23. If the bid submitted is compliant to the technical specifications and within the approved budget for the contract (ABC), the TWG shall prepare its report and recommendation of award addressed to the BAC.</p> <p>If the bid is found to be non-compliant, the TWG shall prepare its report and recommendation of declaration of failure of bidding addressed or proceed to the 2nd Lowest Calculated Bidder (LCB)</p>		1 day	<i>TWG/BAC Secretariat</i>
	<p>24. The BAC may:</p> <p>a. Resolve to recommend the award to the winning bidder; or</p> <p>b. Resolve to issue a Notice of</p>		1 day	<i>BAC/BAC Secretariat/TWG</i>

	Post-Disqualification and proceed to post-qualify the 2 nd LCB. If there is only one (1) bid received, the BAC shall declare failure of bidding.			
	25. Prepare the resolution recommending award to the Lowest Calculated and Responsive Bidder (LCRB) and facilitate the signing of the same to the BAC and HOPE		1 day	<i>BAC Secretariat/BAC</i>
	26. Approval of BAC Resolution of the HOPE		30 minutes	<i>HOPE</i>
	27. Prepare and facilitate the signing of Notice of Award by the HOPE		30 minutes	<i>BAC Secretariat</i>
	28. Signing of Notice of Award by the HOPE		30 minutes	<i>HOPE</i>
	29. Issuance of Notice of Award to the winning supplier/bidder thru email or fax		30 minutes	<i>BAC Secretariat</i>
	30. Prepare draft contract using the prescribed template in Bidding Documents including all its annexes and endorse the same to Legal Service for review.		2 hours	<i>Procurement Officer /Legal Service</i>
	31. Within three (3) days from receipt of comments, the concerned		2 hours	<i>Procurement Officer</i>

	Procurement Officer shall finalize the contract in accordance to the comments of the Legal Unit.			
	<p>32. The Procurement Officer shall facilitate the signing of Contract to the HOPE and winning supplier.</p> <p>The same shall check that supplier submitted the performance security and has signed the Notice of Award, prior to transmittal to Budget Section for approval of Obligation Request and Status (ORS)</p>		1 day	<i>Procurement Officer</i>
	<p>33. Signing of Contract by the HOPE.</p> <p>The Procurement Officer should ensure that the contract has been notarized.</p>		30 minutes	<i>HOPE/Procurement Officer</i>
	34. Prepare and facilitate the signing of Notice to Proceed immediately upon receipt of notarized contract.		1 hour	<i>Procurement Officer</i>
	35. Signing of Notice to		10 minutes	<i>HOPE</i>

	Proceed by the HOPE			
	36. Preparation of ORS and Purchase Order if applicable.		1 hour	<i>Procurement Officer</i>
	37. Signing of ORS and PO by the HOPE		10 minutes	<i>End User/HOPE</i>
	38. Forward the documents to Budget Section for approval of ORS by the Budget Officer		5 minutes	<i>Budget Section</i>
	<p>39. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p>		Maximum of 3 Calendar Days	<i>Accounting Section</i>
	40. The Procurement Officer will issue the Notice to Proceed to the winning bidder. The supplier shall conform/sign the NTP and proceed to deliver the goods or perform the services		1 day	<i>Procurement Officer</i>

	required within the timeline indicated in the bid.			
3. Acceptance of the goods delivered	<p>41. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods.</p> <p>In case of services which are to be rendered for a period of time and be paid in accordance to the set payment tranches, the Procurement Officer and end user shall monitor the progress of services .</p>		1 day	<i>End User/ Procurement Officer/ Inspection Committee</i>
	42. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment		10 minutes	<i>Admin Staff/End User Staff</i>
	43. All documents in this stage therefore shall be routed by the Outgoing Clerk (End User) to FMD Incoming Clerk for processing of payment		30 minutes	<i>End User Staff /FMD</i>
	44. The Procurement Officer shall monitor if payment has been made and facilitate the		5 minutes	<i>Procurement Officer/ End User</i>

	evaluation of the goods delivered or services rendered by the end user and the supplier.			
Total			26 Days	

31. Procurement of Goods and Services under Direct Contracting

This process covers the pre-procurement, procurement, and post –award phase of procurement of goods and services under Direct Contracting

Office or Division:	Procurement Section			
Classification:	Covered by special law (RA 9184) Government Procurement Law			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Internal Staff / Direct Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (3 copies) Project Proposal or Terms of Reference Justification Project Procurement Management Plan Annual Procurement Plan		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. a. Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form b. Check if it is signed by proper signatories c. Check if it is produced in three (3)	N/A	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

<p>2. Submit the correct format and complete supporting documents.</p>	<p>original copies</p> <p>d. Check if the specifications are complete and detailed.</p> <p>e. Check if the supporting documents are complete</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>		<p>5 minutes</p>	<p><i>Incoming Admin Staff</i></p>
<p>3. Submit the supplemental PPMP</p>	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for</p>		<p>30 minutes</p>	<p><i>Incoming Admin Staff/BAC Secretariat</i></p>

	<p>recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>			
	<p>4. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.</p>		2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	<p>5. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.</p>		30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	<p>6. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of RFQ.</p>		5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	<p>7. Request for Quotation will be forwarded to canvassers in the area (for province based)</p> <p>For regional office, the Procurement Officer will also directly send RFQ to the identified direct supplier.</p>		10 minutes	
	<p>8. The BAC Secretariat/Procu</p>		30 minutes	<i>BAC Secretariat</i>

	<p>rement Officer will prepare BAC Resolution recommending the use of Direct Contracting as mode of procurement and approval of the HOPE.</p>			
	<p>9. Once the supplier submitted its quotation, the Procurement Officer will prepare Purchase Order and Obligation Request Status for approval of HOPE and end user.</p>		5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	<p>10. Once approved by the end user and HOPE, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>		10 minutes	<i>Procurement Officer</i>
	<p>11. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.</p>		5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>12. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p>		Maximum -3 Calendar Days	<i>Budget Section and Accounting Section</i>

	<p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>			
	<p>13. Once certified by the Accountant, the approved Purchase Order will be forwarded to the supplier/service provider to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA</p>		10 minutes	Admin Staff/ Procurement Officer
4. Receipt/Acceptance of goods /services	<p>14. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of services once the service provider rendered the services.</p>		1 hour	Procurement Officer/End User/Inspection Committee
5. Receive the supporting documents for preparation of DV	<p>15. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for the Processing of Disbursement Voucher</i></p>		5 minutes	Procurement Officer/ End User

	16. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.		10 minutes	Procurement Officer/End User
Total			3 days, 3 hours and 47 minutes	

32. Procurement of Goods and Services under Negotiated Procurement – Lease of Venue

This process covers the pre-procurement, procurement, and post –award phase of procurement of goods and services under Negotiated Procurement – Lease of Venue.

Office or Division:	Procurement Section			
Classification:	Covered by special law (RA 9184) Government Procurement Law			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Internal Staff / Interested Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (3 copies) Project Proposal or Terms of Reference Justification Cost Benefit Analysis Criteria for Selection/Rating Factor Project Procurement Management Plan Annual Procurement Plan		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. f. Check if it conforms to the Government Accounting Manual (GAM)	N/A	10 minutes	Admin Staff/ Procurement Officer –in-Charge

<p>2. Submit the correct format and complete supporting documents.</p>	<p>prescribed Purchase Request (PR) form</p> <p>g. Check if it is signed by proper signatories</p> <p>h. Check if it is produced in three (3) original copies</p> <p>i. Check if the specifications are complete and detailed.</p> <p>j. Check if the supporting documents are complete</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>		5 minutes	<i>Incoming Admin Staff</i>
	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual</p>		30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

3. Submit the supplemental PPMP	<p>Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>			
	4. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.		2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	5. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.		30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation I to Procurement Section Head for the approval of RFQ.		5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>

	<p>7. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting.</p> <p>Posting to PHILGEPS has minimum period of three (3) calendar days.</p>		<p>30 minutes PHILGEPS Posting – 3 Calendar Days</p>	<p><i>BAC Secretariat/ Procurement Officer</i></p>
	<p>8. Request for Quotation will be forwarded to canvassers in the area (for province based)</p> <p>For regional office, the Procurement Officer will also directly send RFQ to at least three (3) service providers/venue within the vicinity of the selected location.</p>		<p>10 minutes Posting – 3 Calendar Days</p>	
<p>4. The end user will revise the technical specifications and Approved Budget for the Contract once there is no supplier responded after the third extension and submit again the revised Purchase Request.</p>	<p>9. All returned quotations/proposals will be put in the Quotation Box for the opening of BAC.</p> <p><i>Under Section 53.10 Annex H of RA 9184, the receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof</i></p> <p><i>The deadline for submission may be extended thrice if no quotation /proposal received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the</i></p>		<p>10 minutes</p>	<p><i>BAC /BAC Secretariat/ Procurement Officer</i></p>

	<p><i>PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier, contractor/ consultants responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p>			
	<p>10. Upon receipt of at least one (1) quotation within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.</p>		10 minutes	<i>BAC Secretariat/BAC</i>
	<p>11. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations setting forth the names of those who responded to the RFQ their corresponding price quotation, and the lowest calculated quotation submitted.</p>		30 minutes	<i>BAC Secretariat</i>
	<p>12. The BAC/BAC Secretariat shall validate the technical, legal and financial capability of the service provider. The venue being offered by the service provider/lessor with the Lowest Calculated Quotation shall then be rated in</p>		1 day	<i>BAC/BAC Secretariat</i>

	<p>accordance with the technical specifications based on the Table of Rating Factors. Compliance Rating with technical specifications may be conducted through ocular inspection, interviews or other forms of due diligence.</p> <p>Note: If the service provider/lessor with Lowest Calculated Quotation failed on the technical specifications /compliance rating, the BAC/TWG shall proceed to rate the Second Lowest calculated quotation and so on. A BAC Resolution shall be prepared to support the awarding to the compliant and responsive service provider.</p>			
	<p>13. Upon confirmation and ascertainment of such capability, the BAC Secretariat shall facilitate and route the Abstract of Quotation to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest Calculated and Responsive Quotation.</p>		4 hours	<i>BAC/BAC Secretariat</i>

	14. Forward the document for the Approval of Abstract of Quotation of the HOPE.		5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	15. Once approved , the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order.		3 minutes	<i>Outgoing Clerk (HOPE)</i>
	16. The Procurement Officer will prepare Purchase Order and Obligation Request Status for review of Procurement Section Head.		20 minutes	<i>Procurement Officer</i>
	17. Procurement Officer will forward the documents to HOPE and end user for approval.		5 minutes	<i>Procurement Officer/HOPE</i>
	18. Once approved by the end user and HOPE, the documents will be forwarded again to Procurement Section for recording and updating in the tracker. Updating of tracker by the Procurement Officer should be done from time to time.		10 minutes	<i>Procurement Officer</i>
	19. Outgoing Clerk of the Procurement Section shall forward the		5 minutes	<i>Outgoing Clerk/Budget Section</i>

	documents to Budget Section for approval of Budget Officer.			
	<p>20. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>		Maximum -3 Calendar Days	<i>Budget Section and Accounting Section</i>
	<p>21. Once certified by the Accountant, the approved Purchase Order will be forwarded to the winning service provider to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA</p>		10 minutes	<i>Admin Staff/ Procurement Officer</i>
5. Receipt/Acceptance of goods /services	<p>22. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and</p>		1 hour	<i>Procurement Officer/End User/Inspection Committee</i>

	acceptance of services once the service provider rendered the services.			
6. Receive the supporting documents for preparation of DV	23. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment. <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>		5 minutes	<i>Procurement Officer/ End User</i>
	24. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contract or.		10 minutes	<i>Procurement Officer/End User</i>
TOTAL			8 days , 1 hour and 5 minutes	

33. Procurement of Goods and Services, Infrastructure and Consulting Services under Negotiated Procurement- Small Value Procurement

This process covers the pre-procurement, procurement, and post –award phase of procurement of goods and services, infrastructure and consulting services under Negotiated Procurement – Small Value Procurement.

Office or Division:	Procurement Section
Classification:	Covered by special law (RA 9184) Government Procurement Law
Type of Transaction:	G2G- Government to Government G2B- Government to Business
Who may avail:	Internal Staff / Interested Suppliers and Bidders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (3 copies) Project Proposal or Terms of Reference Technical Assistance Report Program of Works/Detailed Engineering Design Lay-out/Design Project Procurement Management Plan Annual Procurement Plan		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	25. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. a. Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form b. Check if it is signed by proper signatories c. Check if it is produced in three (3) original copies d. For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. e. Check if the specifications are complete and detailed. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to	None	10 minutes	<i>Admin Staff/ Procurement Officer –in- Charge</i>

	the Procurement Officer for provision of TA.			
2. Submit the correct format and complete supporting documents.	26. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.		5 minutes	<i>Incoming Admin Staff</i>
27. Submit the supplemental PPMP	<p>2. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>		30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	3. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation/ Proposal.		2 minutes	<i>BAC Secretariat/ Procurement Officer</i>

	4. The Procurement Officer will prepare the Request for Quotation/ Proposal indicating the specifications, quantity, ABC and other terms and conditions of the contract.		30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	5. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation/Proposal to Procurement Section Head for the approval of RFQ/RFP.		5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	6. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting. Posting to PHILGEPS has minimum period of three (3) calendar days.		30 minutes PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	7. Request for Quotation/Request for Proposal will be forwarded to canvassers in the area (for province based) For regional office, the Procurement Officer will also directly send RFQ/RFP to at least three (3) suppliers, contractors, or consultants of known qualifications based on the directory/list of suppliers/contract		10 minutes Posting – 3 Calendar Days	

	ors			
28. The end user will revise the technical specifications and Approved Budget for the Contract once there is no supplier responded after the third extension and submit again the revised Purchase Request.	<p>8. All returned quotations/proposals will be put in the Quotation Box for the opening of BAC.</p> <p><i>Under Section 53.9 Annex H of RA 9184, the receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof</i></p> <p><i>The deadline for submission may be extended thrice if no quotation /proposal received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier, contractor/consultants responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p> <p><i>Pre- Bid Conference may be conducted at the discretion of the BAC, in order to clarify and/ or explain any of the requirements, terms, conditions, and specifications stipulated in the RFQ/RFP.</i></p>		10 minutes	BAC /BAC Secretariat/ Procurement Officer
	9. Upon receipt of at least one (1) quotation/proposal within the prescribed		10 minutes	BAC Secretariat/BAC

	deadline, the BAC will open the returned quotations and record in the logbook.			
	10. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations/Ratings setting forth the names of those who responded to the RFQ/RFP their corresponding price quotation, and the lowest calculated quotation submitted or highest rated bid (for consulting services).		30 minutes	<i>BAC Secretariat</i>
	11. The BAC/BAC Secretariat shall validate the technical , legal and financial capability of the supplier/ contractor/consultant to supply and deliver the goods and services		1 day	<i>BAC/BAC Secretariat</i>
	12. Upon confirmation and ascertainment of such capability , the BAC Secretariat shall facilitate and route the Abstract of Quotation/Ratings to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest		4 hours	<i>BAC/BAC Secretariat</i>

	Calculated and Responsive Quotation or Highest Rated and Responsive Proposal (for Consulting Services)			
	13. Forward the document for the Approval of Abstract of Quotation/Rating of the HOPE.		5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	14. Once approved , the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order.		3 minutes	<i>Outgoing Clerk (HOPE)</i>
	15. The Procurement Officer will prepare Purchase Order and Obligation Request Status for review of Procurement Section Head.		20 minutes	<i>Procurement Officer</i>
	16. Procurement Officer will forward the documents to HOPE and end user for approval.		5 minutes	<i>Procurement Officer/HOPE</i>
	17. Once approved by the end user and HOPE, the documents will be forwarded again to Procurement Section for recording and updating in the tracker. Updating of tracker by the Procurement Officer should be done from time to time.		10 minutes	<i>Procurement Officer</i>
	18. Outgoing Clerk of		5 minutes	<i>Outgoing</i>

	the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.			<i>Clerk/Budget Section</i>
	<p>19. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>		Maximum -3 Calendar Days	<i>Budget Section and Accounting Section</i>
	20. Once certified by the Accountant, the approved Purchase Order will be forwarded to the winning supplier/dealer to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA		10 minutes	<i>Admin Staff/ Procurement Officer</i>
	21. For services/consulting services that needs contract, a copy of draft contract will be forwarded to Legal Service for review.		30 minutes	<i>Procurement Officer/ Legal</i>

	<p>22. Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the contract in accordance to the comments of the Legal Unit.</p>		<p>Maximum- 3 days at the Legal</p> <p>1 hour - finalization</p>	<p><i>Legal Unit/ Procurement Officer</i></p>
	<p>23. The Procurement Officer shall facilitate the signing of Contract to the HOPE and winning supplier.</p> <p>The same shall check that supplier submitted the performance security(in case of infrastructure) The Procurement Officer should also ensure that the contract has been notarized.</p>		<p>Maximum – 3 days</p>	<p><i>Procurement Officer/HOPE</i></p>
<p>29. Receipt/Acceptance of goods /services</p>	<p>24. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods/services once the supplier/contractor delivered the items or rendered the services.</p> <p>In case of services which are to be rendered for a period of time and to be paid in accordance to the set payment</p>		<p>1 hour</p>	<p><i>Procurement Officer/End User/Inspection Committee</i></p>

	tranches, the Procurement Officer, end user and TWG shall monitor the implementation of the contract. <i>Note: Separate Business Process for the Acceptance of Goods.</i>			
30. Receive the supporting documents for preparation of DV	25. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment. <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>		5 minutes	Procurement Officer/ End User
	26. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.		10 minutes	Procurement Officer/End User
Total			14 days and 4 hours	

34. Procurement of Goods at Procurement Service under Negotiated Procurement -Agency-to-Agency

This process covers the pre-procurement, procurement, and post –award phase of procurement of supplies at Procurement Service.

Office or Division:	Procurement Section
Classification:	Covered by special law (RA 9184) Government Procurement Law
Type of Transaction:	G2G- Government to Government
Who may avail:	Internal Staff / Interested Suppliers and Bidders

WHERE TO SECURE

Procurement Section- Bids and Awards
Committee /Secretariat
Procurement Officer

PERSON RESPONSIBLE

*Admin Staff/
Procurement
Officer –in-
Charge*

- Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form
- Check if it is signed by proper signatories
- Check if it is produced in three (3) original copies
- For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS.
- Check if the specifications are complete and detailed.

	<p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>		5 minutes	<i>Incoming Admin Staff</i>
<p>3. Submit the supplemental PPMP</p>	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>		30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	<p>4. The BAC Secretariat Head will endorse to the Procurement</p>		5 minutes	<i>BAC Secretariat</i>

	Officer to check the availability of supplies and equipment at DBM Procurement Service.			
	5. The Procurement Officer will log in the Virtual Store to check if there are still available funds for the eWallet Balance. If the balance is not sufficient, the Procurement Officer will prepare Agency Procurement Request based on the available supplies in the Procurement Service.		1 hour	<i>Procurement Officer</i>
	<p>6. After preparing the APR, the Procurement Officer will facilitate the signing of APR to Supply Officer/End User.</p> <p>6.1 If there are available funds for the eWallet, the Procurement Officer will procure CSEs in accordance with the items and quantities indicated in the uploaded APP-CSE.</p> <p>Upon confirmation of the order, the Virtual Store shall send an electronic mail confirming the order. CSEs procured from the Virtual Store will be delivered to the office.</p>		1 hour	<i>Procurement Officer/Supply Officer/End User</i>
	7. After signing by the End User/Supply		5 minutes	<i>Admin Staff/HOPE</i>

	Officer, it will be forwarded to HOPE for approval of PO and APR.			
	8. Forward the signed PO and APR to the Procurement Section by the Outgoing Clerk of HOPE		5 minutes	<i>Admin Staff</i>
	9. After forwarding the documents, the Procurement Officer will prepare DV and ORS.		10 minutes	<i>Procurement Officer</i>
4. Receive the documents for signature	10. The DV and ORS will be forwarded to the end user for signature on Box A of ORS and DV.		10 minutes	<i>Admin Staff/End User</i>
	11. Once signed, the Admin Staff will forward the documents to Budget Section.		2 minutes	<i>Admin Staff</i>
	<p>12. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds and complete supporting documents.</p> <p>The Accounting Section will forward the documents to Cash Section for preparation of check</p> <p><i>Note: Separate Business Process under FMD</i></p>		7 days	<i>Budget /Accounting /Cash Section</i>
	13. Once the check is available, the Cash Section will inform the Procurement		4 hours	<i>Procurement Officer</i>

	<p>Officer to personally deliver the check to PS Depot for the cash funds and to maintain an eWallet balance.</p> <p>Please see step 6. 1 once there is available funds in the eWallet.</p>			
5. Receipt of items/ supplies	<p>14. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>		1 hour	<i>Procurement Officer /Inspection Committee/End User</i>
	<p>15. Once delivered , a copy of delivery receipt and APR will be forwarded by the Procurement Officer to the Accounting Section to take up the deliveries in the books.</p>			<i>Procurement Officer</i>
TOTAL:		None	7 days, 8 hours, 27 minutes	

35. Procurement of Goods through Shopping (Supplies Not Available at Procurement Service)

This process covers the pre-procurement, procurement, and post –award phase of shopping for goods for supplies not available at Procurement Service.

Office or Division:	Administrative Division -Procurement Section
Classification:	Covered by special law (RA 9184) Government Procurement Law
Type of Transaction:	G2G- Government to Government G2B- Government to Business

Who may avail:	Internal Staff / Interested Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (3 copies) Project Proposal or Terms of Reference Technical Assistance Report Project Procurement Management Plan Annual Procurement Plan		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. 1.1 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form 1.2 Check if it is signed by proper signatories 1.3 Check if it is produced in three (3) original copies 1.4 For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. 1.5 Check if the specification are complete and detailed.	N/A	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>
2. Submit the correct format and complete supporting documents.	If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the			

	compliance or refer to the Procurement Officer for provision of TA.			
	2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.		5 minutes	<i>Incoming Admin Staff</i>
3. Submit the supplemental PPMP	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>		30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	<p>4. The BAC Secretariat Head will endorse to the Procurement Officer to check the availability of supplies and equipment at DBM Procurement Service.</p> <p>If the supplies and</p>		30 minutes	<i>BAC Secretariat/Procurement Officer</i>

	equipment are not available in Procurement Service, a Certificate of Non Availability of Supplies should be printed to support the purchase of other supplies and equipment not available in Procurement Service.			
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.		2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.		30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.		5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	8. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting. Posting to PHILGEPS has minimum period of three (3) calendar days.		30 minutes PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	9. Request for Quotation will be forwarded to canvassers in the area (for province based)		10 minutes Posting – 3 Calendar Days	

	For regional office, the Procurement Officer will also directly send RFQ to at least three (3) suppliers of known qualifications based on the directory/list of suppliers.			
4. The end user will revise the technical specifications and Approved Budget for the Contract once there is no supplier responded after the third extension and submit again the revised Purchase Request.	<p>10. All returned quotations will be put in the Quotation Box for the opening of BAC.</p> <p><i>Under Section 52.1 (b) of RA 9184, at least three price quotations must be obtained.</i></p> <p><i>The deadline for submission may be extended thrice if none or less than the required number of quotations are received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p>		10 minutes	BAC /BAC Secretariat/ Procurement Officer
	11. Upon receipt of at least three (3) quotations within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.		30 minutes	BAC Secretariat/BAC

	12. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations setting forth the names of those who responded to the RFQ, their corresponding price quotation, and the lowest calculated quotation submitted.		30 minutes	<i>BAC Secretariat</i>
	13. The BAC/BAC Secretariat shall validate the technical, legal and financial capability of the supplier to supply and deliver the goods.		4 hours	<i>BAC/BAC Secretariat</i>
	14. Upon confirmation and ascertainment of such capability, the BAC Secretariat shall facilitate and route the Abstract of Quotation to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest Calculated and Responsive Quotation		4 hours	<i>BAC/BAC Secretariat</i>
	15. Forward the document for the Approval of Abstract of Quotation of the HOPE.		5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	16. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement		3 minutes	<i>Outgoing Clerk(HOPE)</i>

	Section for preparation of Purchase Order.			
	17. The Procurement Officer will prepare Purchase Order and Obligation Request Status for review of Procurement Section Head.		20 minutes	<i>Procurement Officer</i>
	18. Procurement Officer will forward the documents to HOPE and end user for approval.		5 minutes	<i>Procurement Officer/HOPE</i>
	19. Once approved by the end user and HOPE, the documents will be forwarded again to Procurement Section for recording and updating in the tracker. Updating of tracker by the Procurement Officer should be done from time to time.		10 minutes	<i>Procurement Officer</i>
	20. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.		5 minutes	<i>Outgoing Clerk/Budget Section</i>
	21. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds. The Accountant will certify the availability of funds. The Accounting Section will forward		Maximum -3 Calendar Days	<i>Budget Section and Accounting Section</i>

	<p>the documents to Procurement Section once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>			
	<p>22. Once certified by the Accountant, the approved Purchase Order will be forwarded to the winning supplier/dealer to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA .</p>		30 minutes	Procurement Officer
5. Receipt/Acceptance of goods	<p>23. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>		1 hour	Procurement Officer/End User/Inspection Committee
6. Receive the supporting documents for preparation of DV	<p>24. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for the Processing of Disbursement Voucher</i></p>		5 minutes	Procurement Officer/ End User
	<p>25. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or</p>		10 minutes	Procurement Officer/End User

services rendered
by the end user
and the supplier.

36. Provision of Centenarian Cash Incentives

Office or Division:	Protective Services Division – Social Pension Program
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who May Avail:	Possible Centenarian and their relative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Living Centenarian	
(all documentary requirements based on the existing policies)	
1. Senior Citizen's Identification (ID) Card issued by the Office of Senior Citizens Affairs (OSCA) indicating the year of birth	Office of the Senior Citizens Affairs
2. Original Copy of PSA Birth Certificate of the above mentioned senior citizens	PSA in their Locality
3. Original Copy of PSA Birth Certificate of children borne by / of the centenarian	PSA in their Locality
4. Marriage Certificate of the Centenarian (if married)	PSA in their Locality
5. Other Philippine-government issued identification cards showing Filipino citizenship and year of birth as a reference point for the centenarian's eligibility such as:	
• 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 ID	
• Commission on Elections (COMELEC) voter's ID	
6. Senior Citizens General Intake Sheet (to be filled up by the MSWDO	

/OSCA or DSWD staff) For the deceased Centenarian 1. Senior Citizen's Identification (ID) Card issued by the Office of Senior Citizens Affairs (OSCA) indicating the year of birth 2. Senior Citizens General Intake Sheet (to be filled up by the MSWDO /OSCA or DSWD staff) 3. Birth Certificate of Centenarian; 4. Original PSA Death Certificate of deceased centenarian; 5. Copy of government issued ID of all immediate relative (children/spouse); 6. Copy of birth certificate, marriage certificate, baptismal record and other relevant documents that would establish the relationship to the deceased centenarian; 7. Special Power of Attorney (Annex 1); and 8. Warranty and Release from Liability Form (Annex 2)		Office of the Senior Citizens Affairs PSA in their Locality PSA in their Locality DSWD / MSWDO/ OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the documentary requirements needed and submit to the office of MSWDO and MSWDO will submit the documents collated of the possible centenarian to the Social Welfare and Development Office in the Province	SWAD staff received the documents	None	1 day	SWAD Staff
	Documents will be forwarded to the Regional Office through EMAIL as advance copy		30 minutes	SWAD Staff
	Or will forward the hard copy through courier		1 week (since it be send through courier)	Project Development Officer II/ Administrative Staff
	The social worker received the		30 minutes	Project Development

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	List of due and demandable accounts payable. (additional documents may be requiring by the Regional Accountant depending on the cases) Downloading of Centenarian Cash incentives to the designated Special disbursing officer Withdrawal of cash of special disbursing officer Direct release of centenarian cash incentives amounting to Php100,000.00 pesos		Additional 5 days for the completion of the documents required by the Regional Accountant 2 days 1 day 30 minutes	Chief/ARDO and Regional Director Client/ Accountant Cash Unit Special Disbursing Officer or representative of SDO Centenarian/ SDO/ PDO II/MSWDO and OSCA
TOTAL:			19 days, 1 hour, 30 minutes	

37. Purchase of Bidding Documents

This process is intended for the supplier/service provider who wants to participate in competitive bidding posted by the office.

Office or Division:	Administrative Division- Procurement Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Interested Bidders/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government issued ID or authorization letter (if authorized representative)		Procurement Section- Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present	1. Facilitate the	Order of	2 minutes	Harvy B. Calabio

government issued ID or authorization (if authorized representative)	issuance of Order of Payment to Accounting Section.	Payment (depending on the amount of project)		<i>BAC Secretariat</i>
	1.1 Issuance of Order of Payment by Accounting Section.		2 minutes	<i>Accounting Staff/ Regional Accountant</i>
2. Payment of the Supplier of the Bidding Documents Fee	2. Issuance of Official Receipt by the Cash Section.		2 minutes	<i>Cashier</i>
3. Presentation of Official Receipt to BAC Secretariat	3. Log to Bidder's Record Book and release the bidding documents.		2 minutes	<i>BAC Secretariat</i>
TOTAL			8 minutes	

38. Recruitment, Sourcing, and Placement

Submission of Application for Vacant Position

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Simple
Type of Transaction:	G2C – Government to Transacting Public
Who may avail:	All interested applicants
CHECKLIST OF REQUIREMENTS	
Application Letter addressed to the OIC Division Chief of Human Resource Management and Development Division	Client
Duly accomplished Personnel Data Sheet (PDS) with Work Experience Sheet (CS Form 212 Revised 2017)	Client
Copy of performance ratings in the last semester preceding this application	Client

Copy of Civil Service Eligibility and/or PRC License ID /Board Rating (if applicable)		Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving practice of profession		
Photocopy of Transcript of Record/Diploma		Client/Graduated School or University		
A. ONLINE SUBMISSION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD MIMAROPA Application Form (https://docs.google.com/forms/d/e/1FAIpQLScGK31b7V4ywF0lwKPhIGIDmSncvBVy5veSW1-FI7AEd_R-Tq/viewform)		None	1 minute	Applicant
2. Accomplish the form and attach the required documents, clicks “submit”	2.1 The information entered by the applicant will be accepted by the system	None	5-10 minutes	Applicant
	2.2 Upon the closing/deadline of submission of applications, the HRPPMS Personnel will assess if the applicant met the qualification standards of the vacant positions. 2.3 Qualified applicants shall receive invitation for the Pre-Employment Examination (Technical and Psychological Exam) through email and SMS. Not qualified applicants, shall receive a regret letter through email.	None	3 days	HRPPMS Personnel
TOTAL		None	3 days and 11 minutes	May be extended based on the internet speed and system response time

B. WALK-IN SUBMISSION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Human Resource Planning and Performance Management Section (HRPPMS) for the submission of application		None		<i>Applicant</i>
2. Submit the application/documents to HRPPMS	2.1 Receive the application/documents submitted by the applicant 2.2 Advised the applicant to apply online through https://docs.google.com/forms/d/e/1FAIpQLScGK31b7V4ywf0lwKPhIGIDmSncvBVy5veSW1-FI7AEd_R-Tq/viewform	None	3 minutes	<i>Applicant/HRPPMS Personnel</i>
3. Upon the closing/deadline of submission of applications, wait for the result of HRPPMS evaluation on your application	3.1 Upon the closing/deadline of submission of applications, the HRPPMS Personnel will assess if the applicant met the qualification standards of the vacant positions. Qualified applicants shall receive invitation for the Pre-Employment Examination (Technical and Psychological Exam) through email and SMS. Not qualified applicants, shall receive a regret letter through email.	None	3 days	<i>HRPPMS Personnel</i>
TOTAL		None	3 days and 3 minutes	

39.Regional Learning and Resource Center Reservation

Reservation of the RLRC Conference Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) Knowledge Management Division (KMD) Knowledge Exchange Center (KEC)
Classification:	Simple

Type of Transaction:	G2G - Government to Government			
Who May Avail:	Regional employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request/notification via phone call or e-mail with the following details: -Title of Activity -Date and Time -No. of participants		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/express request for reservation	1. Receive the request form & check calendar for availability	None	5 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.1 Inform the employee if request can be accommodated or not	None	10 Minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.2 Secure Admin Officer's Approval and signature	None	10 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.3 Record in google sheet	None	5 minutes	Admin Assistant II <i>Capacity Building Section</i>
TOTAL:		None	30 minutes	

40. Regional Personnel Selection

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)			
Who may avail:	All interested applicants (External and Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Interview/screening documents Assessment/resolution		Regional Personnel Selection Board (RSPB) Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Inform the members on the interview/screening schedule and positions to be filled-up	None	20 minutes	<i>RSPB Secretariat</i>
	2. Inform applicants on the interview/screening schedule	None	20 minutes	<i>RSPB Secretariat</i>
	3. Prepare the following documents for interview/screening: Interview Evaluation Form Competency-Based Job Description Rating Form	None	20 minutes	<i>RSPB Secretariat</i>
4. Applicant to attend the panel interview	4.1 Interview, screen and deliberate applicants for the vacant position	None	1 day	<i>RSPB Secretariat</i>
	5. Prepare the assessment/resolution	None	2 days	<i>RSPB Secretariat</i>
	6. Route the resolution for signature of the screening committee and approval of the Appointing Authority	None	3 days (may extend depending on the availability of the signatories)	<i>RSPB Secretariat</i>

TOTAL	None	6 days and 1 hour	May be extended depending on the volume of transactions handled
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41. Releasing of Payment Thru Check/ LDDAP-ADA to Creditors/ Suppliers

This covers the releasing of payment thru check and/or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

Office or Division:	Finance and Management Service – Cash Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizens G2G – Government to Government		
Who may avail:	All creditors/suppliers/Clients and service providers with money claims		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1 Any valid ID of the claimant/payee (1 original)		Claimant/Payee	
Valid IDs:			
a. All digitized Philippine government-issued IDs bearing the signature of the claimant.			
b. Other acceptable IDs: Senior Citizen’s ID, Solo Parent ID, PWD ID, Voter’s ID, Voter’s Certification, Passport,			
Representative			
For individual claims:			
1. Notarized Special Power of Attorney (1 original)		Person being Represented	
2. Any valid ID of the person being represented (1 original and 1 photocopy)		Person being Represented	
For supplier/service provider claims:			
1. Official Receipt (for services) /Collection/Acknowledgement Receipt (for goods with Sales/Charge Invoice attached to the disbursement voucher) (1 original)		Bureau of Internal Revenue	

2. Authority to Collect from Head of Office or his/her authorized representative (1 original)	Head of Office of the Company being Represented
3. Company ID of the person who signed the Authority to Collect with signature appearing on the ID (1 photocopy)	Company being Represented
4. Company ID of the collector (1 original and 1 photocopy)	Company being Represented

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to FMS Cash Unit and present required documents at the Window <i>** Before going to DSWD, the creditor/ supplier may inquire/ confirm payment thru phone.</i>	2.1 Receive the required documents and review for completeness and appropriateness 2.2 Retrieve the checks and the 3 rd copy of Disbursement Voucher (DV) 2.3 Validate Cheques versus ACIC	None	2 minutes**	<i>Disbursing/ Releasing Officer</i> FMS-Cash Unit
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt of payment	2.1 Assist the client to sign in the Box E of the original/duplicate copy of DV and Warrant Registry Book 2.2 Provide 3 rd copy of DV and Certificate of Tax Withheld (BIR Form 2307), if applicable Release the check (if applicable).	None	2 minutes	<i>Disbursing/ Releasing Officer</i> FMS-Cash Unit
TOTAL		None	4 Minutes	

** Evaluation/Retrieval period may vary depending on the claimant's concern and document/s.

42. Rendering Contract and Other Legal Documents Review

This process covers addressing requests for legal assistance for review of contracts and other legal documents involving the Field Office, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Field Office.

Office or Division:	Legal Service
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

None.		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse Legal Document to Legal service for review and recommendations.	1.1 Ask the client about his concern/background of the document for review.	None	10 minutes	Lawyer
2. Receive the legal advice or assistance.	2.1 Lawyer to review the document; 2.1.1 Research and study the document to render appropriate recommendations.	None	7 days	Lawyer
3. Record in the monitoring tool.	3.1 Record in the legal case portal for monitoring	None	5 minutes	Lawyer

	purposes			
Total	None	7 Days and 15 minutes		

43. Rendering Legal Advice to External Phone-in Clients

This process covers addressing requests for legal advice involving the Field Office, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Field Office from external clients of the Department via phone call.

Office or Division:	Legal Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None.		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Legal service for advice.	1. Answer the phone call. 1.1 Ask the client about his concern. a. Assess if the concern involves the Department's formal mandate and its exercise of official powers and functions. b. Indorse the call to any available Lawyer or Legal Assistant to answer the concern.	None	10 minutes	<i>Office of the Regional Director</i>
2. Receive the legal advice or	2. Lawyer to render legal advice.	None	1 hour	<i>Lawyer</i>

assistance.				
3. Record in the monitoring tool.	3. Record in the legal case portal for monitoring purposes	None	5 minutes	<i>Lawyer</i>
Total		None	1 hour and 15 minutes	

44. Rendering Legal Advice to Walk-in Clients

This process covers addressing requests for legal advice involving the Department, its formal mandate and the exercise of its official powers and functions from internal or external clients of the Department.

Office or Division:		Legal Service		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None.		From walk-in requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally visit the FO MIMAROPA	1.1 Greet the client.	None	1 minute	<i>PAD Personnel on Duty</i>
2. Sign in the log book of visitors.	2.1 Require the client to sign in the logbook of visitors. 2.2 Ask the client about his concern. a. Assess if the nature of the concern involves the Department's formal mandate or its exercise of official powers and functions. Endorse the client	None	5 minutes	<i>PAD Personnel on Duty</i>

	to any available Lawyer or Legal Assistant for legal advice.			
3. Receive the legal advice.	3.1 Lawyer or Legal Assistant to render legal advice.	None	1 hour	<i>Lawyer</i>
4. Answer the customer feedback form.	4.1 Ask the client to answer the customer feedback form.	None	5 minutes	<i>PAD Personnel on Duty</i>
5. Record in the monitoring tool.	5.1 Record in the legal case portal for monitoring	None	5 minutes	<i>Lawyer</i>
Total		None	1 hour and 16 minutes	

DSWD FIELD OFFICE 5

External Services

1. Medical Assistance

Office or Division:	Protective Services Division/ Crisis Intervention Section
Classification:	
Type of Transaction:	
Who may avail:	<ul style="list-style-type: none"> ○ Maralita o salat ○ Kabilang sa mga sector na naghihirap ○ Kasalukuyang may agarang pangangailangan ○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 1 original o certified true copy ng Clinical Abstract o Medical Certificate na may lagda, buong pangalan at numero ng lisensya (license/PTR No.) ng doctor. (naibigay sa loob ng tatlong (3) buwan) 	Sa pagamutan o doctor na pinagpakitaan ng karamdaman o sakit.
<ul style="list-style-type: none"> • 1 photocopy ng Laboratory test request / medical procedures na nirerekomenda ng doctor para sa pasyente / talaan ng bayarin sa ospital (kung para sa karagdagang pambayad ng bill) / reseta (para sa bibilhing gamot) 	Sa pagamutan o doctor na pinagpakitaan ng karamdaman o sakit.
<ul style="list-style-type: none"> • 1 back to back photocopy ng Valid ID ng naglalakad g dokumento sa paghingi ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID. 	Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.
<ul style="list-style-type: none"> • 1 original Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng pasyente 	Sa Barangay Office
Karagdagang Dokumento <ul style="list-style-type: none"> • Sulat na pagbibigay ng pahintulot kung hindi pasyente o ang pangunahing kamag- anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot. Authority Letter	Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento
<ul style="list-style-type: none"> • Ang Social Case Study Report galling sa LGU ay hinihingi lamang kung kinakailangan 	Sa MSWDO/ LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	1. Nakatalagang Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	2. CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	3. CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	4. CIU Social Welfare Assistant / Administrative Support Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong.</p> <p>Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog.</p> <p>Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.</p>	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	5. Social Worker/s
<p>6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong.</p> <p>Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong.</p> <p>Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa loob ng 1-2 araw.</p>	Document Approval	Wala	3-5 minuto	<i>Combased SWO II</i> CIU Head

2. Burial Assistance

Office or Division:	Protective Services Division/ Crisis Intervention Section	
Classification:	Complex	
Type of Transaction:		
Who may avail:	<ul style="list-style-type: none"> ○ Maralita o salat ○ Kabilang sa mga sector na naghihirap ○ Kasalukuyang may agarang pangangailangan ○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya ○ 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• 1 photocopy ng Rehistradong sertipiko ng pagkamatay (Death Certificate)		Sa pagamutan
• 1 original na Kontrata ng punerarya (funeral contract)		Sa pagamutan
• Permisong paglipat (Permit to transfer/Heath Permit kung kailangan ilibing sa ibang lugar)		Sa LGU
• Valid ID ng humihiling ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.
• 1 Original Copy ng Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng namatay		Barangay Office
Karagdagang Dokumento • 1 kopya ng Sulat na pagbibigay ng pahintulot kung hindi pangunahing kamag-anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot		Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento

• 1 copy- Ang Social Case Study Report galling sa LGU ay hinihingi lamang kung kinakailangan	Sa MSWDO/ LGU
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	1. 2 minuto bawat kliyente	1. Nakatalagang Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	2. 30 minuto	2. CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	3. 5 minuto bawat kliyente	3. CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	4. 5-10 minuto bawat kliyente	4. CIU Social Welfare Assistant / Administrative Support Staff

5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog.	Interview and recommendation of Social Worker	wala	5. 10-20 minuto bawat kliyente	5. Social Worker/s
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Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.	Interview and recommendation of Social Worker	wala	5. 10-20 minuto bawat kliyente	5. Social Worker/s
<p>6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong.</p> <p>Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong.</p> <p>Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa</p>	Document Approval	wala	6. 3-5 minuto	6. CIU Head/ Comm.Based SWO II

loob ng 1-2 araw.				
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3. Educational Assistance

Office or Division:	Protective Services Division/ Crisis Intervention Section		
Classification:	Complex		
Type of Transaction:			
Who may avail:	<ul style="list-style-type: none">○ Maralita o salat○ Kabilang sa mga sector na naghihirap○ Kasalukuyang may agarang pangangailangan○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• Certificate of enrollment/ registration/ assessment form		Sa pagamutan	
• School ID ng estudyante		Sa pagamutan	
• Valid ID ng humihiling ng tulong katulad ng driver's license, postal ID, school ID, voters ID, employment's ID (government), Senior Citizens ID, 4Ps ID		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<ul style="list-style-type: none"> • Certificate of Indigency o Residency na nakapangalan sa humihingi ng tulong at/o nakasaad ang relasyon at kompletong pangalan ng estudyante 	Barangay Office
Karagdagang Dokumento <ul style="list-style-type: none"> • Sulat na pagbibigay ng pahintulot kung hindi estudyante o ang pangunahing kamag- anak ang humihingi ng tulong at Valid ID ng nagbibigay pahintulot 	Galing sa Pasyente o sa taong nagbibigay pahintulot sa taong maglalakad o mag-aasikaso ng mga dokumento

1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) -Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	1.Nakatalagan g Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	2. CIU Social Welfare Assistant
3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	3. CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	4. CIU Social Welfare Assistant / Administrative Support Staff
5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog. Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.	Interview and recommendati on of Social Worker	wala	10-20 minuto bawat kliyente	5. Social Worker/s

6. Dalhin ang mga dokumento at pumunta sa Protective Services Unit (PSU) para sa pagpapa apruba sa CIU Head / Comm.Based SWO II batay sa rekomendasyon ng Social worker para sa hinihinging tulong. Kung ang rekomendasyon ay para sa outright cash, maaaring tanggapin ito ng kliyente sa Cash Unit / Approving Officer ng mga POO sa mismong araw ng paghinging tulong. Kung ang tulong ay sa pamamagitan ng guarantee letter, maaaring tanggapin ng kliyente ang tulong sa loob ng 1-2 araw.	Document Approval	wala	3-5 minuto	6. CIU Head/ Comm.Based SWO II
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4. Emergency Shelter Assistance

Office or Division:	Protective Services Division/ Crisis Intervention Section	
Classification:	Complex	
Type of Transaction:		
Who may avail:	<ul style="list-style-type: none"> ○ Maralita o salat ○ Kabilang sa mga sector na naghihirap ○ Kasalukuyang may agarang pangangailangan ○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid government ID with picture and signature of the beneficiary		Sa ahensya, paaralan, o opisina ng sector na kinabibilangan.
Marriage Certificate/ birth or baptismal certificate, in case of death of the beneficiary, provided that the claimant is included as household member in the ESA form		LGU

In extreme cases (e.g. beneficiary is an IP), a certification from the Barangay Captain and the MSWDO/NCIP indicating that he/she is a resident of the barangay and is included in the list of affected families; ESA Intake form with attached photo of damaged house	Barangay Office
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay to submit list of ESA beneficiaries to LGU; LGU to submit list to POO; POO submission of the finalized/validated list of ESA beneficiaries to FO		wala	within 3 months after the disaster occurrence (depending on the download of fund)	1. Barangay Captain, MSWDO, PAT/MAT
2. FO request funding to CO	FO request funding to CO	wala		2. DRMD
3. Ang mga kliente ay magpapa interview nang maayos.	3. validation thru interview and home visit; accomplishment of ESA intake form with attached photo of damaged house and photo copy of valid ID	wala	within 3 months after the disaster occurrence (depending on the download of fund)	3. MAT/PAT
4. submission of ESA Intake form		wala		4. PAT 5. DRMD
5. FO review of ESA forms submitted by the POOs		wala		5. DRMD

6. Payroll preparation together with the supporting documents for processing at the Finance Division		wala		6. Finance
7. Allocation of cash by the Finance Unit.				7. Finance
8. Pay-out				8. SDOs, MAT , PAT
9. Liquidation				9. SDO

5. Transportation Assistance

Office or Division:	Protective Services Division/ Crisis Intervention Section	
Classification:		
Type of Transaction:		
Who may avail:	<ul style="list-style-type: none"> ○ Maralita o salat ○ Kabilang sa mga sector na naghihirap ○ Kasalukuyang may agarang pangangailangan ○ Babalik o permanenteng maninirahan sa kanilang sariling bayan o probinsya 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• Barangay Certificate of Indigency/ Residency		Sa Barangay
• Valid ID ng humihingi ng tulong		Sa Ahensya, paaralan o opisina ng sector na kinabibilangan
• Police Blotter (para sa biktima ng pick pockets, illegal recruitment at iba pa)		Sa pinakamalapit na police post or station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Kumuha ng priority number at pil-apan ang General Intake Sheet (GIS) - Simula 7:00 o'clock ng umaga		wala	2 minuto bawat kliyente	1. Nakatalagang Security Guard at CIU Social Welfare Assistant
2. Makinig sa oryentasyon/ paliwanag hinggil sa paghingi ng tulong na ginaganap mula 8:00 AM – 8:30 AM. Pagkatapos nito hintaying tawagin ang inyong numero.		wala	30 minuto	2. CIU Social Welfare Assistant

3. Lumapit sa taong tumawag ng numero o bilang na hawak upang alamin kung wala o meron ng record sa CIU o maari ng magpatuloy sa mga susunod na hakbang.		wala	5 minuto bawat kliyente	3. CIU Administrative Support Staff (JO)
4. Lumapit sa Social Welfare Assistance o Admin. Support Staff kapag tinawag ang iyong numero upang tingnan ang mga dalang dokumento kung kumpleto at naaayon sa hinihinging tulong. Ang kliyente ay papayuhang bumalik hanggang 3:00 ng hapon kung kulang o walang dokumento para sa hinihinging tulong.	Assessment ng mga dokumento	wala	5-10 minuto bawat kliyente	4. CIU Social Welfare Assistant / Administrative Support Staff

<p>5. Lumapit sa Social Worker kapag tinawag ang inyong pangalan para sa interbyu kung saan pag-uusapan ang hinihinging tulong. Ito rin ay ginagawa para alamin kung papaano matulungan batay sa problema na inilahad o idinulog.</p> <p>Ang Social Worker din ang gagawa ng rekomendasyon o nararapat na tugon sa tulong na hinihingi ng kliyente kasabay ng pagberipeka sa mga dokumento.</p>	Interview and recommendation of Social Worker	wala	10-20 minuto bawat kliyente	5. Social Worker/s
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6. Minor Travelling Abroad

Office or Division:	Protective Services Division/ Crisis Intervention Section	
Classification:	Complex and Highly Technical	
Type of Transaction:		
Who may avail:	<ul style="list-style-type: none"> ○ Filipino minor as defined in this guideline who is travelling alone using the Philippine passport only for their travel outside the Philippines ○ Filipino minor travelling with prospective adoptive parents for purposes of inter-country adoption ○ Filipino minor travelling with person other than his/her parents, legal guardian or person exercising parental authority/legal custody over him/her ○ Filipino minor who is illegitimate and is travelling with his/her biological father. For married minors, the same requirements apply to that unmarried minors travelling abroad 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Issuance of Travel Clearance Certificate		
For a minor/s travelling alone to a foreign country for the first time		
1. Duly accomplished Application Form		DSWD Field Offices or at download form at www.dswd.gov.ph
2. Assessment Report from the Local Social Welfare and Development Office (LSWDO) or		Local Social Welfare and Development Office where the minor resides

SWOII of the Social Welfare and Development (SWAD) Team when necessary;	
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued marriage contract 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. PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written of both parents, the solo parent and the legal guardian, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in white, red or blue background) taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
7. Affidavit of Support and certified copy of any evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.)	Applicant
8. Certified true copy of the death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccomplished Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability / responsibility in case of untoward incident during the travel of the child.	Applicant
For succeeding travel of unaccompanied or traveling alone	
1. Duly accomplished application form;	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, with a copy of the valid identification card with specimen signature;	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) original colored passport size photos of the minor (in white, red or blue background) taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
5. Unaccompanied Minor Certificate from the	Airline Company

Airline	
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child	Applicant
<i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent from parents	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last six (6) months. No scanned picture will be accepted.	Applicant
6. Photocopy of the passport of the travelling companion.	Applicant
Minor/s travelling for the first time with a person other than the parents or legal guardian:	
1. Duly accomplished application form;	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the travel clearance previously issued by the DSWD Field Office	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with copy of the valid identification card with specimen signature.	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last six (6) months. No scanned picture will be accepted.	Applicant
5. Photocopy of the passport of the travelling companion.	Applicant
Additional Requirements for Minors Under Special Circumstances	Minor's travelling companion
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	
For Minors Studying Abroad	Applicant
2. Acceptance or Certificate of Enrollment or Registration from the School where the minor is	

to be enrolled	
For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:	Applicant
1. Certification from Sponsoring Organization	
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sponsor Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sports Agency
Minors going Abroad for Medical Purposes	Sponsoring Organization
1. Medical Abstract of the Minor	
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from Sponsor	
Minors going Abroad for Inter-Country Adoption	Sponsor
1. Placement Authority issued by ICAB	
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
Minors under Foster Care	Inter-Country Adoption Board (ICAB)
1. Notarized Affidavit of Undertaking by the Foster Parents	
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	Foster Parent
3. Photocopy of Foster Placement Authority	DSWD Regional Director
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	Applicant
6. Return Ticket	DSWD
Minors Under Legal Guardianship	
1. Certified True Copy of the Court Order on Legal Guardianship	
For Minors whose parents are Seafarers	Court
1. Certification from the Manning Agency attesting to the parents employment	
2. Photocopy of Seaman's Book of Parent/s	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	
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Social Welfare and Development Office

3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant
Within the Day Transaction	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in		5 minutes	Officer of the Day
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply		5 minutes	Social Worker
3. Interview/Assessment*	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority.		10 minutes	Social Worker
4. Review and Approval of the Application	4.1 Approves/Disapproves the application 4.1.a If Approved:		5 Minutes	Supervisor/OIC

	Issuance of Claim Stub schedule of release (<i>Minimum of 1-day processing and maximum of 3 days processing</i>)		5 Minutes	<i>Social Worker</i>
	<p>4.1.b If Disapproved:</p> <p>4..2 Counseling and Explanation of reason for disapproval of application</p> <p>4.3 Notify the Nearby DSWD Field Offices</p> <p>4.3.a If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director</p>		10 Minutes	<i>Social Worker</i>
5. Payment of: Php 300.00 for 1-year validity; Php600.00 for 2 years validity	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received		3 minutes	Cashier
6. Preparation of Travel Clearance	6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate		10 minutes	Administrative Staff
7. Approval of the Regional Director	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted applicants		5 minutes	<i>Regional Director or the Authorized Approver Signatory</i>

8. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 minutes	<i>Administrative Staff</i>
TOTAL		P300-600.00	1 hour 3 and minutes	

*Fees P 300.00 for one (1) Year and P 600.00 for two (2) years

*Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse

7. SWDA Registration

Office or Division:	Policy And Plans Division/Standards Section			
Classification:	Complex			
Type of Transaction:				
Who may avail:	<ul style="list-style-type: none"> PRIVATE/NON-GOVERNMENT ORGANIZATIONS GROUP must be engaged mainly or generally in SWD activities 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished and Notarized Application Form		Standards Unit of DSWD FOV		
Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines		Securities and Exchange Commission Office		
Copy of any of the following: Handbook or Manual Operations of its programs policies and procedures to attain its purposes Brochure Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency Official Receipt (OR) (for Registration fee of P1, 000.00)		From the Agency Applying		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit complete and fully accomplished documentary requirements		1,000.00	1. 2-5 minutes	1. Client
2. Receive and review as to completeness of documents				
Incomplete application				
2.1 For walk-in applicants, if incomplete, return and discuss the documents for compliance			2. 1 hour	2. Technical Staff
2. 2 If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant			2.2. 4 hours	2.2 Technical Staff
3. Review and endorsement to the Division Chief			3. 2 hours	3. Standards Section Head
4. Concurrence of the report			4. 1 hour	4. PPD Chief
5. Generate Barcode/Forward to RD for approval/signing			5. 10 minutes	5. Admin Support Staff
6. Approval/Signing of Report			6. 1 day	6. Regional Director
Complete application				
8.1. For walk-in applicants, receive and review documents as to completeness			8.1.1 hour	8.1. Technical Staff
8.2. If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant			8.2. 4 hours	8.2. Technical Staff
9. Simultaneously, prepare billing statement and facilitate Payment with the SWDA applicant & Filing of Copy of Official Receipt to SWDAs files			9. 30 minutes	9. Admin Support Staff/ Private SWDA
10. Verbally inform SWDA that document will be processed and notice of release will be communicated once ready for issuance			10. 10 minutes	10. Technical Staff
11. Review and endorsement to the Division Chief			11. 2 hours	11. SS Head
12. Concurrence of the report			12. 1 hour	12. PPD Chief
13. Generate Barcode/Forward to RD for			13. 10 minutes	13. Admin Support Staff

approval/signing				
14. Approval/Signing of Report			14. 1 day	14. Regional Director
15. Printing of the Certificate of Registration/Forward to RD for Signature			15. 30 minutes	15. Admin Support Staff
16. Signing of Certificate of Registration			16. 1 day	16. Regional Director
17. Updating of database			17. Admin Support Staff	17. 30 minutes
18. Notice of awarding to SWDA			18. Technical Staff	18. 30 minutes
19. Release/Awarding of Certificate of Registration			19. Technical Staff	19. 1 day

8. SWDA Licensing

Office or Division:	Policy And Plans Division/Standards Section	
Classification:	Complex and Highly Technical	
Type of Transaction:		
Who may avail:	<ol style="list-style-type: none"> 1. Applicant must be engaged mainly or generally in SWD activities. 2. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards 3. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while 30% of the funds are disbursed for administrative services. 4. The SWDA must have a financial capacity to operate for at least two (2) years 5. Applicant keeps a record of all social development and/or welfare activities it implements. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Duly Accomplished and Notarized Application Form		

2 Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	
3 Profile of Board of Trustees	
4 Profile of Employees and Volunteers	
5 Certified true copy of General Information Sheet issued by SEC	
6 Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	
7 ABSNET Membership	
8 Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003	
9 Duly signed Work and Financial Plan for the two (2) succeeding years	
10 Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years	
11 Annual Accomplishment Report of the previous year	
12 Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice	
13 Profile of clients/community being served for the preceding and current year	

II. ADDITIONAL REQUIREMENTS For those operating in more than one region	
14 List of main and satellite/branch offices with contact details, if any	
15 Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others	
16 "SWA's with Child Placement Services Certification from DSWD or photocopy of the Certificate of training attended by the hired RSW related to child placement service	
17 "For those operating in more than one region Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. (There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.)"	
"For Center based (Residential and Non-Residential) Copy of valid Certificates: "	
18 "Occupancy permit (new buildings only) or; Annual Building Inspection/Structural Safety Certificate (old buildings) "	
19 Fire Safety Certificate	
20 Water Potability Certificate or Sanitary Permit	
21 "For applicant serving within the Ancestral Domains of Indigenous People (IP): Photocopy of NGO Accreditation from the National Council on IP (NCIP) "	
22 "For applicants with past and current partnership with the DSWD that involved transfer of funds: Certification from SB or FO-SS and/or other concerned government agencies that the applicant is free from any financial liability/obligation"	

23 Official Receipt (OR) (for Licensing fee of P1,000.00)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review as to completeness of documents Incomplete application For walk-in applicants, if incomplete, return and discuss the documents for compliance			1. 30 minutes	1. Technical Staff
2. If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant			2. 2 hours	2. Technical Staff
3. Review and endorsement to the Division Chief			3. 4 hours	3. Technical Staff
4. Concurrence of the report			4. 2 hours	4. SS Head
5. Generate Barcode/Forward to RD for approval/signing			5. 1 hour	5. PPD Chief
6. Approval/Signing of Report			6. 10 minutes	6. Admin Support Staff
7. Sending of notice thru email or registered mail			7. 1 day	7. Regional Director
8. Complete application			8. 20 minutes	8. Admin Support Staff
9. For walk-in applicants, receive and review documents as to completeness			9. 5 minutes	9. Technical Staff
10. Simultaneously, prepare billing statement and facilitate Payment with the SWDA applicant & Filing of Copy of Official Receipt to SWDAs files			10. 30 minutes	10. Admin Support Staff/ Private SWDA
11. Verbally inform SWDA that document will be processed and notice of release will be communicated once ready for issuance			11. 10 minutes	11. Technical Staff
12. Review and endorsement to the Division Chief			12. 2 hours	12. SS Head
13. Concurrence of the report			13. 1 hour	13. PPD Chief

14. Generate Barcode/Forward to RD for approval/signing			14. 10 minutes	14. Admin Support Staff
15. Approval/Signing of Report			15. 1 day	15. Regional Director
16. Printing of the Certificate of Registration/Forward to RD for Signature			16. 30 minutes	16. Admin Support Staff
17. Signing of Certificate of Registration			17. 1 day	17. Regional Director
18. Updating of database			18. 30 minutes	18. Admin Support Staff
19. Notice of awarding to SWDA			19. 30 minutes	19. Technical Staff
20. Release/Awarding of Certificate of Registration			20. 1 day	20. Technical Staff

9. SWDA Accreditation

Office or Division:	Policy And Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who may avail:	For private SWAs must be engaged mainly or generally in SWD activities, shall be filed within the three (3) years validity period of the issued license Public SWDAs with newly established facilities shall file application for accreditation within three (3) years upon their operations. Likewise, public SWDAs with existing and operational facilities shall file accreditation within one (1) year upon effectivity of this guideline.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Mandatory Requirements 1. Duly Accomplished and Notarized Application Form		Standards Unit of DSWD FOV	

2. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative	
Documents Establishing Corporate Existence and Regulatory Compliance	
3. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	
4. 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 SWA. For RAB President, the Standards Section shall be the one to issue the required certification.	SEC
Documents Establishing Track Record and Good Standing	
5. Duly signed Work and Financial Plan for the two (2) succeeding years	Standards Unit of DSWD FOV
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years	Applying Agency
7. Annual Accomplishment Report of the previous year	
8. Audited Financial Report of the previous year	
9. Profile of clients/community being served for the preceding and current year	
Documents Establishing Corporate Existence and Regulatory Compliance	
1. Manual of Operation (MOP)	
Profile of Board of Trustees or its equivalent	
2. Profile of Employees and Volunteers Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services (Only if there is an update or amendment on documents recently submitted to DSWD SB	
3. For those operating in more than one region List of main and satellite/branch offices, if any	
4. For applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	
Documents Establishing Corporate Existence and Regulatory Compliance	
5. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies	
6. (not applicable for public SWDAs) (Only if	

there is an update or amendment on documents recently submitted DSWD SB)	
7. For Center Based (Residential Based and Non-Residential Based) Copy of the valid safety certificates namely: d. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) e. Fire Safety Inspection Certificate f. Water Potability Certificate or Sanitary Permit	
8. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of NGO Accreditation from the National Council on IP (NCIP)	
Documents Establishing Track Record and Good Standing	
9. For applicant with past and current partnership with the DSWD that involved transfer of funds • Certification from SB or FO-SS and/or other concerned government agencies that the applicant is free from any financial liability/obligation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for pre-assessment			1. 2 minutes	1. Client
2. Receives the request			2. 5 minutes	2. Admin Staff
3. Forwards the request to SS Head			3. 10 mins	3. Admin Staff
4. Forward request for Complete Staff Work			4. 10 mins	4. Standards Section (SS) Head
5. Prepares acknowledgement of request and coordinate with the requesting SWDA for the schedule of visit			5. 1 hour	5. Technical Staff
6. Review and endorsement to the Division Chief			6. 2 hours	6. SS Head
7. Concurrence of the report			7. 30 mins	7. (PPD) Chief
8. Generate Barcode/Forward to RD for approval/signing			8. 10 minutes	8. Admin Staff

9. Approval/Signing of acknowledgement report 10. Sending of notice thru email or registered mail 11. Onsite Assessment Visit based on the Agreed Schedule between DSWD and SWDA" 12. Prepare confirmation report (recommendation for issuance and areas for compliance & action plan. 13. Review and endorsement to the Division Chief 14. Concurrence of the report 15. Generate Barcode/Forward to RD for approval/signing 16. Approval/Disapproval of confirmation report 17. Sending of notice thru email or registered mail			9. 1 day 10. 20 minutes 11. 3 days 12. 3 days 13. 1 day 14. 30 minutes 15. 10 minutes 16. 2 days 17. 20 minutes Time may vary depending on the availability of the signatories/off icials and mode of submission	9. Regional Director 10. Admin Staff 11. Technical Staff 12. Technical Staff 13. SS Head 14. PPD Chief 15. Admin Support Staff 16. Regional Director 17. Admin Support Staff

10. CSO Accreditation (DSWD-Organized Beneficiary CSO)

Office or Division:	Policy And Plans Division/Standards Section
Classification:	Simple to Complex
Type of Transaction:	
Who may avail:	A group or association composed of individuals identified by the DSWD as beneficiaries of the same DSWD project or program, formed through the initiative, or with the assistance, of the DSWD as part of the design and mandated processes of such DSWD project or program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Compliance issued by the regional head of the applicable DSWD program or project, e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project in accordance with the minimum accreditation requirements that are applicable under rule 65 of the 2017 GAA.	Standards Unit of DSWD FOV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review as to completeness of documents			1. 30 minutes	1. Standards Section/FOAC Secretariat.
2.A. For Incomplete/Non-compliant application: prepare transmittal of document/s indicating the findings and return to sender.			2.A. 2hrs	2.A. Standards Section/FOAC Secretariat
2.B. For Complete/Compliant application: Notice of Meeting to Field Office Accreditation Committee (FOAC) for Deliberation			2.B. 1 day	2.B. Standards Section/FOAC Secretariat
3. Conduct of Deliberation. Endorsement of CSO applicants to Field Office Accreditation Committee (FOAC). Signing of resolution.			3. 2-3 hrs	3. FOAC Secretariat & FOAC
4. Generate Barcode/Forward Resolution to ORD for approval.			4. 10 minutes	4. Admin Support Staff

5. Approval of Resolution.			5. 1 day	5. Regional Director
6. Printing of the Certificate of Registration/Forward to RD for Signature.			6. 30 minutes	6. Admin Support Staff
7. Signing of Certificate of Accreditation.			7. 1 day	7. Regional Director
8. Updating of database.			8. 30 minutes	8. FOAC Secretariat
9. Release/Awarding of Certificate of Accreditation.			9. 1 day	9. FOAC & FOAC Secretariat

11. CSO Accreditation (Non-DSWD Organized Beneficiary CSO)

Office or Division:	Policy And Plans Division/Standards Section		
Classification:	Complex and Highly Technical		
Type of Transaction:			
Who may avail:	A group made up of organized individuals bound by common interest and/or are confronted by a calamity, social condition, problem, issue or crisis, and who need government support through projects or programs which they can access after having gone through social preparation.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form. 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; and b. At least one of the following documents: - barangay certification - certification or endorsement from at least two (2) publicly known individuals in the community. - other documents showing proof of existence. 3. Proof of Organization, namely: a. organizational chart or governance structure; and 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;		Standards Unit of DSWD FOV	

<p>4. If the CSO Applicant has received public funds prior to its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation.</p> <p>5. Proof of having undergone Social Preparation from the DSWD by the designated Regional Program/Project Officer of the DSWD Program or Project where the CSO applicant is seeking funds.</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Receive and conduct of desk review as to completeness of documents.</p> <p>2. For Incomplete/Non-compliant application 2.a. CSO applicant shall be immediately informed of the defect/deficiency in its document. 2.b. FOAC Secretariat shall, if necessary, provide technical assistance to help the CSO applicant fulfill the requirements. 2.c. In the event of irregularity, falsehood, fabrication, or forgery is noted or found in the documents, the applicant shall be required to explain.</p> <p>3. For Complete/Compliant application 3.a. FOAC Secretariat shall inform the Regional ICTMU (Information Communication Technology & Management Section) to facilitate Posting of Notice and Validation. 3.b. If a derogatory report was received, the FOAC Secretariat shall notify the CSO applicant to submit an explanation.</p> <p>4. Conduct of Deliberation. Endorsement of CSO applicants to Field Office Accreditation</p>			<p>1. 1 day</p> <p>2.a 2hours</p> <p>2.b. 1 day</p> <p>2. c. not later than 3 working days</p> <p>3.a. 5 working days</p> <p>3.b. 3 working days</p> <p>4. 3 working days</p>	<p>1. Standards Section/FOAC Secretariat</p> <p>2 (a-c) Standards Section/FOAC Secretariat</p> <p>3.a. Standards Section/FOAC Secretariat & ICTMU Technical Staff</p> <p>3.b. Standards Section/FOAC Secretariat</p> <p>4. Standards</p>

Committee (FOAC). Signing of resolution. 5. The FOAC Secretariat shall conduct validation and ocular inspection to verify the existence and/or operation of the Beneficiary CSO applicant.			5. 5 working days inclusive of report writing)	Section/FOAC Secretariat 5. 5 working days inclusive of report writing)
6. Evaluation and Deliberation. FOAC Secretariat shall complete its final assessment to FOAC. The FOAC shall then convene to deliberate the applications. Signing of resolutions. 7. Generate Barcode/Forward to RD for approval/signing 8. Approval of Resolution 9. Printing of the Certificate of Registration/Forward to RD for Signature. 10. Signing of Certificate of Accreditation 11. Updating of database 12. Release/Awarding of Certificate of Accreditation			6. 1 day 7. 10 minutes 8. 1 day 9. 30 minutes 10. 1 day 11. 30 minutes 12. 1 day	6. Standards Section/FOAC Secretariat 7. Admin Support Staff 8. Regional Director 9. Admin Support Staff 10. Regional Director 11. Standards Section/FOAC Secretariat 12. Standards Section/FOAC Secretariat

12. Senior Citizen Accreditation

Office or Division:	Policy And Plans Division/Standards Section
Classification:	Complex and Highly Technical
Type of Transaction:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished application form 2. SEC Registration/constitution and By-Laws/ Local Ordinances or Resolution from the Municipality	

3. Work and Financial Plan for current and succeeding year/LGU approved budget for the year 4. Annual Accomplishment Report for the past year 5. Financial Report for the past year 6. Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water potability certificate/sanitary permit	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complete application 1. Receives and record the application and forward to Standards Section Head 2. Standards Section Head forward to Technical Staff 3. Technical Staff receives and review as to completeness 3.1 If through courier, prepare notification indicating result of the assessment clarifying and guiding applicant and proceed to step 4 3.2 If walk-in, immediately inform the applicant that the application will be processed, agree with the applicant on the schedule of site validation and assessment and prepare acknowledgment of the submission 4. Review and endorsement to the Division Chief 5. Concurrence of the report 6. Generate Barcode/Forward to RD for approval/signing			1. 2 minutes 2. minutes 3. 3.1 or 3.2 – 1 day 4. 2 hours 5. 1 hour 6. 5 minutes 7. 2 hours	

7. Approval/Signing of Report			8. 5 minutes	
8. Sending of notice thru email or registered mail			9. 3 days	
9. Site validation and assessment based on the agreed schedule between Technical Staff and applicant			10. 2 days	
10. Prepare endorsement and confirmation report (recommendation for issuance and areas for compliance & action plan.				

11. Review of confirmation report and endorsement forward to the Division Chief			11. 1 day	11. SS Head
12. Concurrence of the report			12. 2 hours	12. PPD Chief
13. Generate Barcode/Forward to RD for approval/signing			13. 5 minutes	13. Admin Staff
14. Approval/Signing of confirmation and pre-assessment/endorsement report			14. 2 hours	14. Regional Director
15. Sending of confirmation/endorsement thru email and registered mail			15. 5 minutes	15. Admin Staff
			Time may vary depending on the availability of the signatories	

13. Accreditation Of Social Worker Managing Court-Related Cases (FO facilitates Pre-assessment and Endorsement to Standards Bureau)

Office or Division:	Policy And Plans Division/Standards Section
Classification:	Complex and Highly Technical
Type of Transaction:	

Who May Avail:	1. Social workers who are direct practitioners and 1. Must be a registered social worker; 2. Must have completed a basic/refresher course on managing court cases conducted by DSWD or its recognized training institutions; 3. Must have direct experience and presently handling at least four (4) cases of any of the disadvantaged groups; 4. For supervisors, should have four (4) supervisees with two (2) limited caseloads.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1.New Applicants- A. Social Worker</p> <p>a. Accomplished Application Form</p> <p>b. Valid Professional Regulations Commission Registration ID Card</p> <p>c. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; In case of lost certificate, a certified true copy from the training provider may be presented</p> <p>d. Summary documentation of 4 cases managed (Annex B)</p> <p>e. A letter of recommendation attesting to the competence of the social worker to be secured from any of the following;</p> <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI) • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI) <p>B. For Supervisors</p> <p>a. First four (4) requirements stated above under new applicants for social worker;</p> <p>b. Technical supervisory notes of 2 supervisees as proof of providing technical assistance;2. RENEWAL2.1 For Social Worker</p> <p>a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours given by DSWD or its recognized training institutions;</p> <p>b. Summary documentation (Annex B) of cases managed for the last six months;</p> <p>c. Recommendation from the Supervisor attesting to the competence of the social worker in managing court cases;</p> <p>The following documents on cases handled must</p>	

be made available during the on-site assessment visit: •case study reports •progress notes, and •other relevant documentations pertaining to the cases 2.2 For Supervisor a. First three {3} requirements stated above under renewal for social worker; b. Technical supervisory notes	
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14. Accreditation of Pre-Marriage Counselors

Office or Division:	Policy And Plans Division/Standards Section				
Classification:	Complex and Highly Technical				
Type of Transaction:					
Who May Avail:	QUALIFICATIONS FOR PRE-MARRIAGE COUNSELOR ACCREDITATION <ol style="list-style-type: none"> 1. Must have a Bachelor's Degree in Social Work or other behavioral and social science courses or have at least finished a two (2) year diploma course on midwifery or allied courses. 2. Must have been conducting Pre-Marriage Counseling for the last two (2) years as member of the Municipality /City PMC team 3. Must have attended at least twenty-four (24) hours of training on Marriage Counseling Service conducted by DSWD or its recognized training institutions. 4. Must be able to demonstrate knowledge and skills in conducting marriage counseling such as but not limited to teaching, interviewing, facilitating, documenting and networking/coordinating. 				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> DOCUMENTARY REQUIREMENTS FOR ACCREDITATION PRE-MARRIAGE COUNSELOR FOR NEW APPLICANT For New Applicant 1.1 Certificate of graduation/college diploma or transcript of records from the last school attended. 1.2 Certificate of attendance from PMC orientation program. If unavailable, a certified true copy of the certificate of participation/ </td><td></td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	DOCUMENTARY REQUIREMENTS FOR ACCREDITATION PRE-MARRIAGE COUNSELOR FOR NEW APPLICANT For New Applicant 1.1 Certificate of graduation/college diploma or transcript of records from the last school attended. 1.2 Certificate of attendance from PMC orientation program. If unavailable, a certified true copy of the certificate of participation/	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
DOCUMENTARY REQUIREMENTS FOR ACCREDITATION PRE-MARRIAGE COUNSELOR FOR NEW APPLICANT For New Applicant 1.1 Certificate of graduation/college diploma or transcript of records from the last school attended. 1.2 Certificate of attendance from PMC orientation program. If unavailable, a certified true copy of the certificate of participation/					

<p>attendance from the training provider will be accepted.</p> <p>1.3 Certificate from immediate supervisor that the applicant is tasked to conduct PMC sessions.</p> <p>1.4 Documentation of PMC session/s conducted by the applicant in the past six (6) months period should be made available. Other documents to be made available during validation visit.</p> <p>Compilation of client's intake forms/information sheet Accomplished Marriage Expectation Inventory (MEI) Photocopy or duplicate copies of pre-marriage counseling certificates issued</p> <p>FOR RENEWAL OF ACCREDITATION</p> <p>2.1 Certificates of attendance to at least eight (8) hours training every year (24) hours training in three years) on topics such as but not limited to Human Maturity, Value Clarification, Authentic Love, Responsible Parenting and Gender Development.</p> <p>2.2 Accomplishment report for the past three (3) years preceding the application.</p> <p>2.3 Sample of summary documentation of PMC session/s conducted.</p> <p>2.4 Other documents to be made available during validation visit.</p> <ul style="list-style-type: none"> • Compilation of client's intake forms; • Accomplished Marriage Expectation Inventory • Documentation of the pre-marriage counseling sessions conducted within three (3) years period; and <p>2.5 Summary documentation of pre-marriage counseling sessions conducted within three (3) years period.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submits Application form together with the complete set of documents</p> <p>2. Records receipt of application and forward to the assigned staff</p> <p>3. Reviews and assesses the completeness of the requirements/documents submitted If found complete/sufficient, acknowledge receipt or application and notifies applicant and coordinate for the schedule of visit 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.</p> <p>4. Forward acknowledgment letter to Section head and Division chief for approval</p> <p>5. Generate barcode and forward acknowledgment letter to the Regional Director for approval and signature</p> <p>6. Conduct validation assessment to include the following: Brief overview on the assessment process, observation on the counseling session, and exit conference.</p> <p>7. Final assessment of the application documents and result of actual accreditation assessment. Prepares the confirmation report with the following possible content: If favorable, inform applicant on the approval of his/her accreditation. If unfavorable, recommend for re-assessment for 3 months.</p>			<p>1.) 5 minutes</p> <p>2.) 5 minutes</p> <p>3.) 4 hours</p> <p>4.) 5 minutes</p> <p>5.) 10 minutes</p> <p>6.) 1 day</p> <p>7.) 4 working days</p>	<p>1.Client/Applicant</p> <p>2. Standards Section/Administrative staff 3. Standards Section/Assigned Technical staff</p> <p>4. Standards Section/Assigned Technical staff</p> <p>5. Standards Section/Administrative staff</p> <p>6. Standards Section/Assigned Technical staff</p> <p>7. Standards Section/Assigned Technical staff</p>
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8. Forward to Section Head and Division Chief for the approval of confirmation report Forward to the office of RD for approval/signature of confirmation report and accreditation certificate.			8.) 3 working days	8. Standards Section/Assigned Technical staff, Division Chief, Regional Director
9. Release of Certificate			9.) 2 days	9. Standards Section/Records Section/Administrative staff

15. Accreditation of Child Development Centers and Child Development Workers

Office or Division:	Policy And Plans Division/Standards Section
Classification:	Complex and Highly Technical
Type of Transaction:	
Who May Avail:	Covers and applies to all DCCs and DCW s whether based in the community i.e. run and managed by the barangay, SW DAs, POs, private individuals or in the workplace, i.e. NG As and GO CCs.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter request for accreditation from the LGU indicating the names of the CDC/CDW for accreditation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and records the request			1. 2 minutes	1. Admin Staff
2. Forwards the request to Standards Section (SS) Head			2. 2 minutes	2. Admin Staff
3. Route request to Technical Staff for Complete Staff Work			3. 3 minutes	3. Standards Section (SS Head)
4. Prepare acknowledgment of request			4. 1 hour	4. Technical Staff
5. SS head review acknowledgement			5. 30 minutes	5. SS Head
6. Concurrence of the acknowledgment			6. 15 minutes	6. Policy and Plans division (PPD)

7. Generate Barcode/Forward to RD for approval/signing			7. 5 minutes	Chief
8. Approval/Signing of acknowledgement report			8. 1 day	7. Admin Staff 8. Regional Director
9. Sending of notice thru email or registered mail			9. 5 minutes	9. Admin Staff
10. Coordinate with the deputize accreditor (in cases that deputized accreditor will be utilized, if the DSWD staff will do the accreditation, proceed to step 11, skip step 12 and proceed to step 13 and so on			10. 1 hour	10. Techn ical Staff
11. Coordinate with the requesting LGU for the schedule			11. 1 hour	11. Technical Staff
12. Prepare Regional Administrative Order for the Deputize Accreditor			12. 30 minutes	12. Technical Staff/Admin Staff
13. Onsite Assessment visit based on the agreed schedule between DSWD and the requesting LGU 15. Deputize Accreditor submits the accomplishment report re: result of accreditation			13. No. of days will depend on the number of CDCs/CD Ws for accreditation @ 2 CDC/CDW per day	13. Technical Staff/Deputi zed Accreditor
14. SS Technical Staff review the submitted report (if CDCs/CDWs passes the accreditation, proceed to step 17; if CDCs/CDWs failed, they will be given 6 months to comply with the lacking requirements and after 6 months proceed to step 17 onwards)			14. 30 minutes	14. Technical Staff
15. Technical Staff coordinates with the admin support staff for the printing of certificates			15. 10 minutes	15. Technical Staff
16. Printing of Certificates			16. No. of hours will depend on the number of Certificates for CDCs/CD Ws for printing	16. Admin Staff
17. Forward the Certificates to Office of the Regional Director for approval/disapproval			17. 1 day	17. Admin Staff
18. If approved, prepares transmittal letter for the			18. 1 day (time may vary depending on the document	

concerned LGU			to be transmitted)	18. Admin Staff
19. SS head review transmittal			19. 30minutes	19. SS Head
20. Concurrence of the report of the Division Chief			20. 30 minutes	20. PPD Chief
21. Generate Barcode/Forward to RD for approval/signing			21. 5 minutes (time may vary depending on the document to be barcoded)	21. Admin Staff
22. Approval/Signing of transmittal; simultaneously, SS files copy of the issued certificates			22. 1 day	22. Regional Director
23. Sending of transmittal via registered mail thru records section or transmit personally			23. 5 minutes or 1 day	23. Admin Staff

16. Securities and Exchange Commission Endorsement of NGOs

Office or Division:	Policy And Plans Division/Standards Section		
Classification:	Complex		
Type of Transaction:			
Who May Avail:	Endorsement is only applicable if there is an amendment in the Articles of Incorporation and By-Laws for non-stock and non-profit organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request for Endorsement 2. Copy of the Amended Articles of Incorporation and By-Laws			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the request		500.00 (Regional)	1. 5 minutes	1. Admin Staff
2. Forwards the request to SS Head			2. 5 minutes	2. Admin Staff
3. Route request to Technical Staff for Complete Staff Work			3. 5 minutes	3. Standards Section (SS) Head
4. Review the request and			4. 30 mins	

coordinate with the requesting SWDA for the validation visit				4. Technical Staff
5. Onsite Assessment Visit based on the Agreed Schedule between DSWD and requesting party			5. 1-day (if requesting party is within mainland) 3 days (including travel time if requesting party is located in the island province)	5. Technical Staff
6. Prepare SEC Endorsement (recommendation for endorsement or not)			6. 1 day	
7. Review of the Section Head/Division Chief			7. 30 minutes	6. Technical Staff
8. Concurrence of the SEC Endorsement			8. 30 minutes	7. SS Head
9. Generate Barcode/Forward to RD for approval/signing			9. 10 minutes	
10. Approval/Disapproval of SEC Endorsement			10. 1 day	8. Policy and Plans Division Chief
11. Sending of notice thru email or registered mail			11. 1 day	9. Admin Staff
				10. Regional Director
				11. Admin Staff

17. Issuance of Solicitation Permit

Office or Division:	Policy And Plans Division/Standards Section
Classification:	Complex
Type of Transaction:	
Who May Avail:	Endorsement is only applicable if there is an amendment in the Articles of Incorporation and By-Laws for non-stock and non-

	profit organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Accomplished application form signed by the Agency head or authorized representative (DSWD –SB-PS-F-001) – applicable for government agency, NGO, Persons /individuals</p> <p>2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application. – applicable NGO, Persons /individuals (endorsing private organization/agency)</p> <p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agency which has jurisdiction to regulate the applicant. – applicable NGO, Persons /individuals (endorsing private organization/agency)</p> <p>4. Project proposal on the intended public solicitation activity including the work and financial plan DSWD-SB-PS-F-002 - – applicable for government agency, NGO, Persons /individuals</p> <p>5. Profile of current governing board members or its equivalent certified by the corporate secretary or its equivalent DSWD-SB-PS-F-003 - applicable for government agency, NGO, Persons /individuals (endorsing private organization/agency)</p> <p>6. Notarized written agreement or any similar document signifying of the intended beneficiaries' concurrences as recipient of the fundraising activities – applicable for government agency, NGO, Persons /individuals applicable for government agency, NGO, Persons /individuals</p> <p>7. Approved and notarized board resolution or other written authorization for the solicitation activity DSWD-SB-PS-F—005 - applicable for government agency, NGO</p> <p>8. Endorsement or certification from any agency</p>	

<p>allowing the applicant to undertake solicitation in the agency's jurisdiction - – applicable for government agency, NGO, Persons /individuals</p> <p>9. Applicant's Social Case Study Report from localities duly signed by the City/Municipal Social Welfare and Development Office (C/MSWDO) – applicable for Persons /individuals</p> <p>10. Treatment protocol (Original/Certified true Copy by the attending physician with corresponding license number) or Medical Certificate/Abstract (Certified True Copy of the Hospital's Record Section)) – applicable for Persons /individuals</p> <p>11. Fund Utilization report DSWD-SB-PS-F-007 after the conduct of the solicitation - applicable for government agency, NGO, Persons /individuals</p> <p>12. Additional specific requirements depending on each methodology to be used (sample tickets, ballots, cards etc.)</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Receives and records the application</p> <p>2. Forwards the application to SS Head</p> <p>3. Routes application to Technical Staff for Complete Staff Work</p> <p>4. Review and assess the eligibility of the application to include evaluation on the validity of the submitted documents</p> <p>5. Site validation and assessment based on the agreed schedule between Technical Staff and applicant (as deemed necessary)</p> <p>6. Prepare assessment of the application using the assessment tool as well as DSWD –SB-F-0009 (Conforme Letter)</p>			<p>1. 5 minutes</p> <p>2. 5 minutes</p> <p>3. 5 minutes</p> <p>4. 1 day</p> <p>5. 1-day (if requesting party is within mainland)3 days (including travel time if requesting party is located in the island province)</p> <p>6. 1 day</p>	<p>1. Admin Staff</p> <p>2. Admin Staff</p> <p>3. Standards Section (SS) Head</p> <p>4. Technical Staff</p> <p>5. Technical Staff</p> <p>6. Technical</p>

7. Review of the Section Head			7. 30 minutes	Staff
8. Concurrence of the assessment			8. 30 minutes	7. SS Head
9. Generate Barcode/Forward to RD for approval/signing			9. 5 minutes	8. Policy and Plans Division Chief 9. Admin Staff
10. Approval/Disapproval of Assessment/Conforme Letter			10. 1 hour	
11. Assign Solicitation number and printing of Solicitation Permit			11. 1 day	10. Regional Director
12. Forward to Regional Director for Approval/Disapproval			12. 5 minutes	11. Admin Staff
13. Approval or Disapproval			13. 1 hour	12. Admin Staff
14. Sending of notice thru email or registered mail/phone call or text message			14. 5 minutes	13. Regional Director
				14. Admin Staff

18. Regulation of Foreign Donation To NGO

Office or Division:	Administrative Division/		
Classification:	Complex & Technical		
Type of Transaction:			
Who May Avail:	Should be a duly registered, licensed and/or accredited Social Welfare and Development Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Pre-application			
Plan of Distribution (DSWD DFE Form 2 - Annex C) shall be accomplished and submitted to support the application for duty-free entry.			

Approval from each DSWD Field Office having jurisdiction over the area where the distribution of goods shall take place	
Application process (should be accomplished/submitted in 3 copies two (2) weeks prior to the scheduled	
<ol style="list-style-type: none"> 1. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards 2. A separate Notarized Deed of Acceptance. 3. Copy of valid DSWD Registration, License and/or Accreditation Certificate. 4. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill and Packing List. 5. Plan of Distribution (DSWD DFE Form 2, Annex C hereof). 6. In case of medicines, a certification of the Department of Health - Bureau of Food and Drugs (now the Food and Drug Administration or FDA) that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption. 7. Notarized distribution report on the latest shipment previously received by the applicant (DSWD DFE Form 3, Annex D hereof). 8. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements with appropriate government agencies. 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-application <ol style="list-style-type: none"> 1. Applicant shall consult with the DSWD Field Office for the confirmation and approval of plan of distribution before negotiating for, or accepting any foreign donations. The DSWD Field Office shall confirm and approve the plan of distribution submitted by the SWDA. 			Pre-application <ol style="list-style-type: none"> 1. Time may vary depending on the queries 	Pre-application <ol style="list-style-type: none"> 1. Applicant

<p>Plan of Distribution (DSWD DFE Form 2 - Annex C) shall be accomplished and submitted to support the application for duty-free entry.</p> <p>2. For duly Registered, Licensed/ Accredited SWDAs operates nationwide, said SWDA shall secure approval from each DSWD Field Office having jurisdiction over the area where the distribution of goods shall take place. The DSWD shall not allow SWDA with specific areas of operation, to expand their area of coverage for the purpose of accepting foreign donations.</p>			<p>2. Time may vary depending on the queries</p>	<p>2. Applicant</p>
<p>Application Process</p> <ol style="list-style-type: none"> 1. Receives and records the application with complete supporting documents 2. Applicant pay the required processing fee at the DSWD-Field Office Cash Unit, which will then issue an official receipt. 3. Review and assess submitted requirements for - completeness of documents, Consistency of information indicated, Proper plan of distribution (donations to be received vis-avis the target clientele to be served) & Conduct of area visit/ validation, if necessary <ol style="list-style-type: none"> 4.1. Should the assessment be favorable, the DSWD Field Office shall endorse application to the DSWD Standards Bureau and inform the NGO 4.2. Should there be deficiencies in the documents submitted, the DSWD Field Office shall return the application to the 		<p>1,000.00</p>	<p>Application Process</p> <ol style="list-style-type: none"> 1. 5 minutes 2. 10 minutes 3. 2 days 4. 1. 1 day 4.2. 1 day 	<p>Application Process</p> <ol style="list-style-type: none"> 1. Standards Section Administrative Staff 2. Field Office (FO) Standards Section Technical Staff 3. DSWD FO Technical Staff 4.1. DSWD FO Technical Staff 4.2. DSWD FO

<p>applicant and provide necessary technical assistance to comply with the requirements.</p> <p>5. DSWD Standards Bureau shall assess/approved the endorsement and application</p> <p>5.1. If approved, DSWD-SB shall prepare endorsement letter to DOF for initial of OUS-IDG ad OSEC signature.</p> <p>5.2. If disapproved, The Standards Bureau shall send a letter to concerned DSWD Field Office, copy furnished the applicant, indicating the reasons for the disapproval of the application.</p> <p>Receives the disapproval letter</p> <p>6. OUS-IDG initial to the endorsement letter to DOF and forward to OSEC for signature/approval. Then forward copy to Admin. Service for transmittal to DOF.</p> <p>7. Transmits endorsement letter to DOF and inform applicant (SWDA/NGO)</p> <p>8. Receives copy of the endorsement/letter & follow-up DOF/BOC for release of goods.</p> <p>9. Informs DSWD Team on the approval by DOF/BOC to release goods.</p> <p>10. Witnesses, inspects and observes 100% unloading and stripping, conducts random sampling of donations and escort release of goods from BOC to designated SWDA warehouse.</p> <p>11. Informs DSWD SB and FO on the release of good</p> <p>12. Receives goods from BOC & distributes to beneficiaries</p> <p>13. Submits report to CO-SB and FO</p>			<p>5. 2 days</p> <p>5.1 1 day</p> <p>5.2 1 day</p> <p>6. 1 day</p> <p>7. 1-2 days</p> <p>8.10 minutes</p> <p>9. At least 5 days before the intended date of release from BOC</p> <p>10. on the day of release</p> <p>11. within 5 working days</p> <p>12. Based on</p>	<p>Technical Staff</p> <p>5. DSWD Standards Bureau Technical Staff</p> <p>5.1. DSWD Standards Bureau Technical Staff</p> <p>5.2. DSWD Standards Bureau Technical Staff</p> <p>SWDA/NGO</p> <p>6. DSWD Standards Bureau Technical Staff</p> <p>7. DSWD Standards Bureau Technical Staff</p> <p>8. SWDA/NGO</p> <p>9. Applicant SWDA/NGO</p> <p>10. DSWD -SB/ FO Technical Staff</p> <p>11. SWDA/NGO</p> <p>12. SWDA/NGO</p> <p>13. SWDA/NGO</p> <p>14. DSWD FO</p>
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14. Mobilizes utilization of donated goods & submits report to CO-WMDFD-AS 15. Receives & acknowledges Distribution and Utilization Report from FO			schedule 13. within 1 month from withdrawal from BOC 14. within 10 working days after the visit 15. 10 Minutes	15. DSWD -SB
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19. Freedom Of Information

Office or Division:	Social Marketing Unit/ Records Management Section
Classification:	Complex
Type of Transaction:	
Who May Avail:	
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. 1. Accomplished FOI Manual request form 2. Government Issued ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of FOI Request by the Focal Person 2. Determine if FOI request is denied or granted 3. Transmit request to the FOI Decision Maker 4. If granted, forward request to concerned Division/Section/Unit; If denied, prepare letter informing the requestor of its denial 4. Transmit info/data to the FRO 5. Transmit info data/to the Requesting party		none	15 working days to grant or deny simple requests and another 20 working days for complex requests	FOI Focal Person; FOI Decision Maker; Concerned Division/Section /Unit

20. Provision Of Financial Assistance To Trafficked Persons

Office or Division:	Protective Services Division/ Community-Based Section- Recovery and reintegration Program for Trafficked persons
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	(RRPTP)
Classification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	Trafficking in Persons victim-survivors and their families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter; 2. intake using Recovery and reintegration Form; 3. Barangay Indigency; 4. Project Proposal (livelihood assistance); 5. Assessment Form, School ID and Certificate of Enrolment (Educational); 6. Medical Certificate, laboratory request, hospital bill (medical); 7. Copy of subpoena (auxiliary assistance); 8. Police blotter (balik-probinsya); 9. Photo copy of ID of Trafficking in Person victim-survivor; 10. Duly accomplished certificate of eligibility form	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Field office receives referral letter from the referring agency (LGU, International Social Services Office-ISSO, and other partner agencies); 2. RRPTP SWO II will conduct home visit, intake and assessment to Trafficking in Persons (TIP) victim-survivor; 3. TIP victim-survivor will comply with all the requirements and submit it either to their respective MSWDOs, POO or directly to the field office;			one (1) month	RRPTP SWO II

4. RRPTP SWO II will check the requirements and prepare Disbursement Vouchers and Obligation Request and submit it for approval of the concerned personnel;				
5. If check is ready, RRPTP SWO II personally release it to the cash unit.				

21. Issuance of Certification Declaring a Child as legally Free for Adoption

Office or Division:	Protective Services Division/ Community-Based Section-Recovery and reintegration Program for Trafficked persons (RRPTP)
Classification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	Surrendered, Abandoned, Neglected and Foundling Children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Surrendered Children 1. Letter of Recommendation 2. Letter of Application (Copy of the letter from CCA/LSWDO requesting issuance of CDCLAA) 3. Child Study Report (updated within the last 6 months) 4. Notarized Deed of Voluntary Commitment 5. Original Birth Certificate (LCR/SECPA Copy) 6. Recent whole-body photograph 7. Photograph of the child upon relinquishment/admission to agency 8. Certificate of Notarial Act (if necessary)	
For Abandoned/Foundling/Neglected Children	

<ol style="list-style-type: none"> 1. Letter of Recommendation 2. Letter of Application (Copy of the letter from CCA/LSWDO requesting issuance of CDCLAA) 3. Notarized Petition 4. Written Certificate from radio/TV (aired in 3 different occasions) 5. 1 newspaper publication 6. Either of the following- police blotter/barangay certificate/certified true copy of tracing report issued by the Philippine National Red Cross (PNRC) 7. Returned registered mail or copy of letter with registry receipt 8. Birth certificate (if applicable) 9. Recent whole-body photograph 10. Photograph of the child upon relinquishment/admission to agency 11. Notice of Petition 12. Certificate of Posting 13. Child's Profile 	
<p>For foundling children with no Foundling Certificate) Additional Requirements</p> <ol style="list-style-type: none"> 1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/Psychological Evaluation Report (if birthparent/s is/are reported or diagnosed to be intellectually challenged) 3. DVC of husband (if child is born out of extra-marital affair) 4. Copy of Marriage contract or CENOR (if necessary) 	
<p>For Involuntary Committed Children (IVC)</p> <ol style="list-style-type: none"> 1. Certified true copies of all the documents 	

previously submitted to court together with the Court Decision	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For Surrendered Cases</p> <p>1. Submission of the application for Adoption</p> <p>2. Review of Documents at ARRS Level</p> <p>3. If the documents are complete and sufficient a letter of recommendation will be prepared (if incomplete a memo letter will be given to CCA/LSWD for compliance)</p> <p>4. Transmittal of the child's dossier to Central Office For</p> <p>Abandoned/Foundling/Neglected Cases</p> <p>1. Submission of the application for Adoption</p> <p>2. Review of Documents at ARRS Level</p> <p>3. Preparation of the Notice of Petition</p> <p>4. Coordinate with the LSWDO where the child was found/abandoned for the posting of the Notice of Petition</p> <p>5. Secure Notice of petition from the LSWDO</p> <p>6. If the documents are complete and sufficient a letter of recommendation will be prepared (if incomplete a memo letter will be given to CCA/LSWD for compliance)</p>				PSD/ARRS

7. Transmittal of the child's dossier to Central Office				
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22. Eligibility Assessment of Prospective Foster Parent For Licensing And Issuance Of Foster Placement Authority

Office or Division:	Protective Services Division/ Community-Based Section				
Classification:	Complex & Highly Technical				
Type of Transaction:					
Who May Avail:	<ol style="list-style-type: none"> 1. Must be of legal age 2. Must be at least 16 years older than the Foster Child unless the applicant is a relative of the foster child 3. Must have genuine interest, capacity and commitment in parenting the foster child and able to provide the foster child with familial atmosphere 4. Must have a healthy and harmonious relationship with each family member living with him/her 5. Must be of good moral character 6. Must be physically and mentally capable and emotionally mature 7. Must have sufficient resources to be able to provide for the family's needs; and 8. Must be willing to be trained or receive advice for the purpose of increasing or improving his/her knowledge, attitudes and skills in caring for a child 				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <p>A. PROSPECTIVE FOSTER PARENT</p> <p>A.1. Home Study Report (prepared by a Licensed Social Worker with the following documents:</p> <p>a. Authenticated Birth Certificate (LCR/SECPA Copy);</p> <p>b. Marriage Certificate/ CENOMAR (LCR/SECPA Copy);</p> <p>c. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;</p> <p>f. Barangay/Police Clearance;</p> </td><td></td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<p>A. PROSPECTIVE FOSTER PARENT</p> <p>A.1. Home Study Report (prepared by a Licensed Social Worker with the following documents:</p> <p>a. Authenticated Birth Certificate (LCR/SECPA Copy);</p> <p>b. Marriage Certificate/ CENOMAR (LCR/SECPA Copy);</p> <p>c. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;</p> <p>f. Barangay/Police Clearance;</p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
<p>A. PROSPECTIVE FOSTER PARENT</p> <p>A.1. Home Study Report (prepared by a Licensed Social Worker with the following documents:</p> <p>a. Authenticated Birth Certificate (LCR/SECPA Copy);</p> <p>b. Marriage Certificate/ CENOMAR (LCR/SECPA Copy);</p> <p>c. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;</p> <p>f. Barangay/Police Clearance;</p>					

g. Proof of Income (if necessary) h. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years; i. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and A.2. Certificate of Attendance in Foster Care Forum				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum 2. File an application as Prospective Foster Parent & Submit all the documentary requirements 3. Conduct of Eligibility Assessment to foster and preparation of home study report 4. Issuance of Foster Care License 5. Matching Conference 6. Issuance of Foster Placement Authority 7. Discharge Conference			1 to 2 months	ARRS and COMMUNITY BASED SOCIAL WORKERS

23. Eligibility Assessment on Adoption Of Court Referrals

Service InformationClassification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	1. Any Filipino citizen of legal age, in possession of full civil capacity and legal rights; 2. Of good moral character, has not been convicted of any crime involving moral turpitude;

	<p>3. Emotionally and psychologically capable of caring for children;</p> <p>4. At least 16 years older than the adoptee, who is in a position to support and care for his/her children in keeping within the means of the family</p> <p>5. In addition to these qualifications required for Filipino Nationals, an Alien may adopt if:</p> <p>a. S/he is a citizen of a State which has diplomatic relations with the Philippines;</p> <p>b. Has been certified by his/her diplomatic or consular office or any appropriate agency that s/he is qualified to adopt in his country, and that his/her government will allow the adoptee to enter the adopter's country and reside there permanently as an adopted child; and</p> <p>6. Has submitted the necessary clearance and other certifications as may be required by the Department.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. PROSPECTIVE ADOPTIVE PARENT</p> <p>A.1. Home Study Report (prepared by a Licensed Social Worker with the following documents:</p> <p>a. Authenticated Birth Certificate (SECPA Copy);</p> <p>b. Marriage Certificate/ CENOMAR (SECPA Copy);</p> <p>c. Written Consent to the Adoption by legitimate and adopted children if living with the applicant, who are at least 10 years old;</p> <p>d. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician;</p> <p>e. Psychological Evaluation Report;</p> <p>f. NBI Clearance;</p> <p>g. Proof of Income (including Proof of Savings) or any other documents show financial capability;</p> <p>h. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years;</p> <p>i. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and</p> <p>j. Affidavit of Guardianship.</p> <p>A.2. Certificate of Attendance in Pre-Adoption Forum/Seminar.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum 2. File an application as Prospective Adoptive Parent & Submit all the documentary requirements 3. Conduct of Eligibility Assessment to Adopt 4. Preparation of home study report and Approval of Home Study Report. 5. Submission to Court per Court Order			3-6 MONTHS	ARRS and COMMUNITY BASED SOCIAL WORKERS

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	Surrendered, Abandoned, Neglected and Involuntary Committed
Who May Avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
B. PROSPECTIVE ADOPTIVE CHILD B.1. For Surrendered Children 1. Child Study Report (updated within the last 6 months) 2. Notarized Deed of Voluntary Commitment 3. Photocopy of Valid Identification Card of the Birth Mother 4. Original Birth Certificate (LCR/SECPA Copy) 5. Recent whole body photograph 6. Photograph of the child upon relinquishment/admission to	

<p>agency</p> <p>7. Certificate of Notarial Act (if necessary)</p> <p>C.1. For Abandoned/Foundling/Neglected Children</p> <ol style="list-style-type: none"> 1. Child Study Report 2. Written Certificate from radio/TV (aired in 3 different occasions) 3. 1 newspaper publication 4. Either of the following- police blotter/barangay certificate/certified true copy of tracing report issued by the Philippine National Redcross (PNRC) 5. Returned registered mail or copy of letter with registry receipt 6. Birth certificate (if applicable) 7. Recent whole-body photograph 8. Oldest Picture <p>D. For Involuntary Committed Children (IVC) 1. Certified true copies of all the documents previously submitted to court together with the Court Decision</p> <p>Additonal Requirements</p> <ol style="list-style-type: none"> 1. Death Cetificate of Birthparents (if deceased) 2. Psychiatric/Psychological Evaluation Report (if birthparent/s is/are reported or diagnosed to be intellectually challenged 3. DVC of husband (if child is born out of extra-marital affair) 4. Copy of Marriage contract or CENOR (if necessary) 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Documentary Requirements by PAPs. 2. Review of Documentary Requirements by Assigned Social Worker. 3. Conduct of Eligibility Assessment (Interviews and Home visits). 4. Preparation of Child Study Report and Approval of Child Study Report. 5. Submission to Court per Court Order			3 TO 6 MONTHS	ARRS and COMMUNITY BASED SOCIAL WORKERS

24. Eligibility Assessment of Prospective Adoptive Parents Applicants

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	1. Any Filipino citizen of legal age, in possession of full civil capacity and legal rights; 2. Of good moral character, has not been convicted of any crime involving moral turpitude; 3. Emotionally and psychologically capable of caring for children; 4. At least 16 years older than the adoptee, who is in a position to support and care for his/her children in keeping within the means of the family;
Who May Avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Home Study Report (prepared by a Licensed Social Worker with the following documents: a. Authenticated Birth Certificate (SECPA Copy); b. Marriage Certificate/ CENOMAR (SECPA	

Copy); c. Written Consent to the Adoption by legitimate and adopted children if living with the applicant, who are at least 10 years old; d. Physical and Medical Evaluation (Medical Certificate) by a duly licensed physician; e. Psychological Evaluation Report; f. NBI Clearance; g. Proof of Income (including Proof of Savings) or any other documents show financial capability; h. Three (3) Character References from non-relatives who have known the applicant's for at least 3 years; i. 3x5 sized photos of the applicants and his/her immediately family members (taken within 3 months); and j. Affidavit of Guardianship. 2. Certificate of Attendance in Pre-Adoption Forum/Seminar. 3. Adoptive Family Profile.	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Adoption Forum 2. File an application as Prospective Adoptive Parent & Submit all the documentary requirements 3. Conduct of Eligibility Assessment to adopt and preparation of home study report 4. Matching Conference 5. Placement 6. Filing of Petition for Adoption 7. Court Proceedings			3 to 6 months	ARRS and COMMUNITY BASED SOCIAL WORKERS

8. Render of Judgement				
9. Finalization of Adoption and Issuance of Adoption Decree				
10. Issuance of Ammended birth certificate				

25. Provision Of Financial Assistance And Other Interventions To Distressed And Repatriated Overseas Filipino Workers

Office or Division:	Protective Services Division/ Community-Based Section
Classification:	Complex & Highly Technical
Type of Transaction:	Distressed/Repatriated and Undocumented Overseas Filipinos and their families
Who May Avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Travel Documents/ Passport 2.Referral Letter from POLO-OWWA/ Embassy signed by the SWATT 3.AICS a. Medical Assistance: Photocopy of Medical Certificate/ Clinical Abstract, Photocopy of prescription, Photocopy of Laboratory Requests, Original Hospital Bill, Original Copy of Certificate of Indigency/Residency, 2 Photocopies of Valid ID b. Educational Assisance: Certificate of Enrollment/Assessment form, Photocopy of School ID, Original Copy of Certificate of Residency/Indigency, Photocopy of Valid ID c. Burial Assistance: Photocopy of Registered Death Certificate, Original Funeral Contract, Photocopy of Permit to Transfer/Health Permit, Original Copy of Certificate of Residency/Indigency, Photocopy of Valid ID d. Transportation Assistance: Original Copy of Certificate of Residency/Indigency, Valid ID, Police Blotter	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1- Client will present to security guard his/her documents then the guard will refer to ISSO Focal/ Alternate Focal</p> <p>Step 2-Client will be oriented by the ISSO Focal/ Alternate Focal about the programs and services of the department which he/she can avail and its documentary requirements.</p> <p>Step 3- Client will present his/her documents to ISSO Focal/ Alternate Focal and he/she will be interviewed thru the use of General Intake Sheet form and he/she will sign the form after. If the client does not have the complete documents, he/she will be given a schedule where he/she shall comply the complete documentary requirements.</p> <p>Step 4-Client will sign to the Certificate of Eligibility which will be filled out by the interviewer.</p> <p>Step 5- Client's documents will be approved to the head of AICS.</p> <p>Step 6- Client will proceed to Cash Unit to claim his/her cash.</p> <p>Step 7- The ISSO Alternate Focal will conduct Home Visit for monitoring services and will be referred to his/her respective C/MSWDO for other support and aftercare services.</p>			<p>Step 1- 5 mins</p> <p>Step 2- 5-10 mins</p> <p>Step 3- 20-30 mins</p> <p>Step 4- 5 mins</p> <p>Step 5- 5 mins</p> <p>Step 6- 5 mins</p> <p>Step 7- 45 mins - 1 hour</p>	ARRS and COMMUNITY BASED SOCIAL WORKERS

26. Provision of Assistive Devices and Other Interventions To Persons With Disability

Office or Division:	Protective Services Division/ Community-Based Section
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Classification:	Complex & Highly Technical
Type of Transaction:	
Who May Avail:	Persons with Disability
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Social Case Study from C/MSWDO 2. Barangay Indigency 3. Medical Certificate 4. Photocopy of PWD ID 5. Whole body picture of the client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the complete requirements 2. Review of the submitted documentary requirements by the PWD Focal Person 3. If there is incomplete document, the beneficiary/representative will be notified to comply 4. Preparation and approval of the Requisition and Issue Slip (RIS) 5. Release of the assistive device		none	maximum of 5 days	Efren I. Llagas, Jr.

27. Resolution of Presidential 8888 Complaints

Office or Division:	Administrative Division/ Records Management Section In Close Coordination With Concerned Division/Unit/Program
Classification:	Complex
Type of Transaction:	
Who May Avail:	Anyone with valid complaint
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter and 8888 Hotline Ticket endorsed by the OSEC Grievance Desk (DSWD Central Office)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of 8888 Hotline Ticket and letter forwarded by OSEC Grievance Desk (DSWD Central Office) 2. Forward to the ORD 3. Forward letter to concerned Division/ Section/Unit 4. Concerned office to prepared response addresses to the OSEC Grievance Desk/ 8888 Focal Person and the concerned citizen			72 hours	8888 Hotline Ticket Focal Person/ ORD/ Concerned Division/Section/ Unit

28. Admission to RRCY

Office or Division:	Administrative Division/ Records Management Section In Close Coordination With Concerned Division/Unit/Program
Classification:	Complex And Highly Technical
Type of Transaction:	
Who May Avail:	Male,CICL Convicted and placed on suspended sentence, no addiction related concerns.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter and 8888 Hotline Ticket endorsed by the OSEC Grievance Desk (DSWD Central Office)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review of documents.			72 hours	8888 Hotline Ticket Focal Person/ ORD/

2. Conduct admission conference (Orientation, Discussion of disposition on the case, identifying task of each team member) 3. Body Inspection 4. Intake interview 5. Endorsement to House parent for orientation of house rules and room assignment. 6. Preparation of Social Case Study Report (Formulation of SCSR) 7. Implementation of Intervention Plan 8. Evaluation/Assessment of rehabilitation 9. Discharge Planning 10. Termination of the case/Discharge Conference 11. After Care service				Concerned Division/Section/Unit
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29. Admission to RSCC

Office or Division:	Administrative Division/ Records Management Section In Close Coordination With Concerned Division/Unit/Program
Classification:	Complex And Highly Technical
Type of Transaction:	
Who May Avail:	Male/Female; 0-6 yrs. old (no issue of severe special needs like hydrocephalus, downs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ Referral letter, Social case study reports ○ court order if applicable ○ police blotter ○ medical clearance/certificate ○ laboratory results ○ newborn screening results ○ expanded NBS for those with previous 	

NICU concerns <ul style="list-style-type: none"> ○ birth certificate/certificate of foundling if applicable ○ Public Service Announcements for foundlings/abandoned; 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-admission conference (review of submitted documents and assessment of illigibility for admission); 2. Admission conference (Identification of roles and responsibility of every intervention team); 3. Nurse on duty conduct physical check and vital signs; 4. Supervising Houseparent identify room assignment, provide basic needs of the child; 5. Center Head assign the case to specific case manager; 6. Case Manager conduct home visit, collateral interviews and prepare Social Case Study Report with Intervention Plan; 7. Implementation of intervention plan (If for reunification, request Parenting Capability Assessment of identified family, if for adoption follow the process for issuance of CDCLAA, local adoption and intercountry adoption, Provision of stimulating activities and medical/health needs of the child); 8. Assessment of intervention provided; Social preparation of the child for eventual reintegration to his/her family or reintegration to his/her adoptive family; 9. Preparation of discharge documents 10. Actual			6 months to 1 year for reunification to family; 1 year to 3 years if for adoption	RSCC staff

entrustment of the child to the family or adoptive family				
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30. Admission to Haven

Office or Division:	Administrative Division/ Records Management Section In Close Coordination With Concerned Division/Unit/Program
Classification:	Complex And Highly Technical
Type of Transaction:	
Who May Avail:	Women and Girls victim-survivors of gender-based violence (no issues on mental illness such as psychosis, schizophrenia etc. needing psychiatric treatment)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral letter, Social case study report court order (if needed), medical clearance/certificate, pregnancy test, school records, birth certificate	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and review of documents for assessment of eligibility for admission to the center. 2. Admission conference (orientation of programmed services along medical, social, legal, psychological, educational; identified tasks of intervention team players; introduction to all staff and clients in care to establish rapport and trusting environment. 3. Nurse on duty conduct physical check and vital signs, social worker conduct intake interview endorsed to houseparent for provision of				

<p>clothing and personal care items for hygienic purposes, orientation of house rules and bed assignment.</p> <p>4. Preparation of social case study report within 5 days upon admission and comprehensive social case study after 1 month stay (update intervention plans as needed during implementation.</p> <p>5. Evaluation as basis for discharge plan (coordinate with partner LGU to request Parenting Capability Assessment report (PCAR)</p> <p>6. Preparation of discharge documents (submit client for medical check-up for medical clearance)</p> <p>7. Discharge contract as basis for after care services duly signed by all concerned party</p> <p>8. Discharge program/ceremony</p> <p>9. Follow-up quarterly progress report for a period of 1 year.</p> <p>10. Termination of case management.</p>				
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Ang mga feedback ay maipaaabot sa pamamagitan ng mga client satisfaction feedback forms na naibibigay sa mga kliente ng ahensya sa araw araw.
How feedbacks are processed	Ang lahat ng mga feedbacks ay naipapaabot sa manehamyento ng ahensya tuwing lunes sa pamamagitan ng presentasyon ng mga ito sa Peptalk na isinasagawa tuwing araw ng Lunes.
How to file a complaint	Maaring tumawag sa mga sumusunod na contact

	numbers: 0908-8816565 o sa landline 1-6565 O mag-log-in sa.. www.contactcenterngbayan.gov.ph
How complaints are processed	1.Collection the following information from client's complaint, request for assistance, query, suggestion or commendation thru a portal in the internet: <ul style="list-style-type: none"> • Full Name • Gender • Contact Information (mobile, telephone number or email address) • City/Location • Incident Details <p>All collected information will be utilized for documentation and processing purposes. As a matter of procedure, these will be forwarded as verbatim details of feedbacks as reported thru internet portal to the concerned government agency/office for appropriate action and response.</p> <p>CCB shall provide the agency with the client's information, such as name and contact details, except anonymity is requested. Client may also be contacted for additional details on feedbacks or provide updates on the action taken by the concerned government agency/office.</p>
Contact Information of CCB, PCC, ARTA	Maaring tumawag sa mga sumusunod na contact numbers: 0908-8816565 o sa landline 1-6565 O mag-log-in sa www.contactcenterngbayan.gov.ph

Office	Address	Contact Information
DSWD FOV	PBN, Magnolia St.Buraguis, Legazpi City	820-1309

DSWD FIELD OFFICE 6

External Services

1. Medical Assistance - Aid to Individuals in Crisis Situation

Office or Division:	Crisis Intervention Section			
Classification:	Simple (4 hours)			
Type of Transaction:	Medical Assistance			
Who may avail:	Indigent and those in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any Valid ID Card of the client/person 		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> Hospital Bill – Hopital Bill/Statement of account (Outstanding Balance/with complete name and signature of the Billing Clerk; or 		Hospital		
<ul style="list-style-type: none"> If for medicines/assistive devices- Prescription with date of issuance, complete name, signature and licence number of the attending physician 		Attending Physician		
<ul style="list-style-type: none"> If medical procedures – Laboratory request with date of issuance, complete name, signature and license number of the attending physician. 		Attending Physician		
<ul style="list-style-type: none"> *Brgy.Certificate of Residency/Indigency/Client in need of Assistance may be required. 		Client's Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 2.1 If eligible, extent of need is determined,	NONE	3 hours	Social Worker

	then client is advised for payout as next step			
	2.2 If not eligible, client is advised to comply with lacking requirements or timeline			
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			4 hours	

Service is covered under Article II, Section 2 of Philippine Constitution and EO 15

2. Burial Assistance - Aid to Individuals in Crisis Situation

Office or Division:	Crisis Intervention Section			
Classification:	Simple (4 hours)			
Type of Transaction:	Burial Assistance			
Who may avail:	Indigent and those in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any Valid ID Card of the client/person 		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> Death certificate or certificate from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate; and 		Hospital/Chieftain, Imam, Authorized Medical Professional		
<ul style="list-style-type: none"> Funeral Contract (except for Muslim and Indigenous People performing customary practices; 		Funeral Service Provider		
<ul style="list-style-type: none"> *Brgy. Certificate of Residency/Indigency/Client in need of Assistance may be required. 		Client's Barangay Hall		
For transfer of cadaver: <ul style="list-style-type: none"> Death certificate or certificate from the Tribal Chieftain (for IPs), Imam 		Hospital/Chieftain, Imam, Authorized Medical Professional		

(for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate. <ul style="list-style-type: none"> • Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable • *Brgy.Certificate of Residency/Indigency/Client is in need of Assistance may be required. 		Client's Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 2.1 If eligible, extent of need is determined, then client is advised for payout as next step 2.2 If not eligible, client is advised to comply with lacking requirements or timeline	NONE	3 hours	Social Worker
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			4 hours	

Service is covered under Article II, Section 2 of Philippine Constitution and EO 15

3. Educationa Assistance - Aid to Individuals in Crisis Situation

Office or Division:	Crisis Intervention Section
Classification:	Simple (4 hours)

Type of Transaction:	Educational Assistance			
Who may avail:	Indigent and those in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any Valid ID Card of the client/person to be interviewed; and 		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> Enrolment Assessment form or certificate of enrolment or registration 		School/College/University Registrar		
<ul style="list-style-type: none"> Validated School ID of the student/Beneficiary; and 		School/College/University Registrar		
<ul style="list-style-type: none"> Statement of account for College Students 		School/College/University Accounts Section		
<ul style="list-style-type: none"> *Brgy.Certificate of Residency/Indigency/Client in need of Assistance may be required. 		Client's Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
4 Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 4.1 If eligible, extent of need is determined, then client is advised for payout as next step 2.2 If not eligible, client is advised to comply with lacking requirements or timeline	NONE	3 hours	Social Worker
5 Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker

6			4 hours	
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Service is covered under Article II, Section 2 of Philippine Constitution and EO 15

4. Transportation Assistance - Aid to Individuals in Crisis Situation

Office or Division:	Crisis Intervention Section			
Classification:	Simple (4 hours)			
Type of Transaction:	Transportation Assistance			
Who may avail:	Indigent and those in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any Valid ID Card of the client/person to be interviewed; and 		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> Police Blotter; or Police certification (For victim of pick pocket, illegal recruitment, etc.); or 		Nearest Police Station as practicable		
<ul style="list-style-type: none"> Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. 		Justification of social worker—case findings from Local Government Unit Medical certificate-Attending Physician Death Certificate-Hospital Court Order/Subpoena-Court concerned		
<ul style="list-style-type: none"> *Brgy.Certificate of Residency/Indigency/Client in need of Assistance may be required. 		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to DSWD Field Office VI with complete requirements	Assigned staff gives out queuing number	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2.Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 2.1If eligible, extent of need is determined, then client is advised for payout as next step	NONE	3 hours	Social Worker

	2.2 If not eligible, client is advised to comply with lacking requirements or timeline			
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			4 hours	

Service is covered under Article II, Section 2 of Philippine Constitution and EO 15

5. PSD - Minors Traveling Abroad (MTA) Clearance

Response to MTA Inquiries	
Letter/ email phone inquire or walk-in clients requesting information on MTA	
Office or Division:	DSWD Field Office, PMB-SPD
Classification	Simple (1 hour and 3 minutes)
Type of Transaction	G2C- Government to Citizen
Who may avail:	Filipino Minors Travelling Abroad

Issuance of Travel Clearance Certificate	
A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	DSWD Field Office or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy or religious leader. PSA issued CENOMAR for illegitimate minors	Philippines Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent of both parents/ legal guardian/ solo parent.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in Red or Blue background)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certification of Employment, Latest Income Tax Return, Bank Statement, etc) Certified True Copy of the Death Certificate (for death)	Applicant
8. Unaccompanied Minor Certificated from	Airline Company where ticket is obtained

the Airlines	
9. Waiver from the parents releasing DSWD from any liability/ responsibility in case of untoward incident during the travel of the child	Applicant

For Succeeding Travel of Unaccompanied minor or Traveling ALONE

1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: dswd.gov.ph
2. Notarized Affidavit or Writted Consent of both parents, the Solo parent and the legal guardian whichever is applicable, with copy of valid ID with signature.	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during travel	Applicant

Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian

1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent from parents	Applicant
4. Copy of Marriage Certificate of minor parents (SECPA), Solo Parent ID for Solo Parents , Court Degree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parent ID); Family Court

Additional Requirements for Minor Under Special Circumstances:
For Filipino Minors Migrating to Another Country

1. Visa Petition Approval	Applicant
For Minor Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant

For Minor who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:

1. Certification from Sponsoring	Sponsor Organization
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Organization	
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/ Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for solo parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court

Additional Requirements for Minors Under Special Circumstances:	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minors Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
Minors going Abroad for Medical Purposes	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor

Minors going Abroad for Inter-Country Adoption	
Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

Minors under Foster Care	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parents
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant

Minors Under Legal Guardianship	
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1. Certified True Copy of the Court Order on Legal Guardianship	Court
For Minors whose parents are Seafarers	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
Photocopy of Seaman's Book of Parent/s	

For Minors with alleged missing parent/s	
1. Social Case Study Report from LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s.	Applicant

Within the Day of Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	Officer of the Day
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply	None	5 minutes	Social Worker
3. Interview/ Assessment*	3.1 Social Worker interviews and conducts assessment of the applicants 3.2 Recommends for the approval or disapproval of the application to the Signing Authority	None	10minutes	Social Worker
4. Review and Approval of the Application	4.1 Approves/Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (Minimum of 1day	None	5 Minutes	Supervisor/OIC

	processing and maximum of 3 day processing) 4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval of application 4.3 Notify the Nearby DSWD Field Offices 4.3.a If Exempted, prepares the Certificate of Exemption for Approval of the Regional Director		5 Minutes 10 Minutes	Social Worker Social Worker
5. Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	5.1 Recieves and Issues Official Receipt to the Applicant on the Payment Received	Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	3 Minutes	Cashier
1. Preparation of Travel Clearance	6.1 Encodes/ Types the details of the applicant to the Travel Clearance	None	10 Minutes	Administrative Staff
2. Approval of the Regional Director	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted	None	5 Minutes	Regional Director or the Authorized Approved Signatory
3. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of	None	5 Minutes	Administrative Staff
TOTAL		P300-600.00	1 hour and 3 minutes	

*Social Worker may require additional documents from the applicants as basis of the assessment.

*Fees P300.00 (1) Year and P600.00 for (2) Two Years

Service under RA 7610

6. Registration, Licensing and Accreditation of Social Welfare Development Agencies(SWDAs)

Office or Division:	Standards
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Classification:	Complex (10 days, 2 hours and 5 minutes)			
Type of Transaction:	Registration of SWDAs			
Who may avail:	<ul style="list-style-type: none"> SWDAs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Application Form		DSWD/FO Standards Section or DSWD Website		
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines		SWDA		
		SWDA		
3.Copy of any of the following: <ul style="list-style-type: none"> Handbook or Manual Operations of its programs policies and procedures to attain its purposes Brochure Duly signed Work and Financial Plan for at least two (2) years 		SWDA Template of WFP <i>(available at the FO Standards Section)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants:				
1.Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)
2. Submit/file application and supporting documents <i>(if operating only in one region, the</i>	1. Review and assess documentary requirements submitted a) If application and documentary	NONE	45 minutes	Officer of the day (SB/FO SS)

<i>application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the “Officer of the Day” refers the applicant to the support staff for the issuance of billing statement			
	Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit	NONE	20 minutes	Support Staff/ AA II
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 minutes	Accounting Clerk/ Cashier (Financial Management Service)

B.Processing Procedures of Applications with Incomplete Requirements submitted at Standard Section Field Offices through Mail/Courier:

	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff
	Approval and signing of written notice		1 working day	Regional Director/ Division Chief/Standards Section Head/ Support Staff
	Release the written notice together with the returned documents through email or snail mail		1 working day	Support Staff/ AA II

C. Processing Procedures of Applications with Complete Requirements submitted at Standards Section Field Offices:

1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working day	Support staff
	Initial review of the application			Technical staff
	Review the submitted requirements of the application as to compliance to the requirements and prepare confirmation report with the recommendation of issuance of Certificate.		2 working days	Technical staff
	Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Registration Certificate		2 working days	Technical staff/ PPD Division Chief/ Regional Director
	Approval and signing of Registration Certificate		1 working day	Regional Director
	Send the confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the application)	Support staff/ AA II

			(10 days, 2 hours and 5 minutes)	
END OF TRANSACTION				

***Registration of SWDAs qualified for multi-stage processing**

7. Licensing of Social Welfare Development Agencies(SWDAs)

Office or Division:	Standards																				
Classification:	Highly-technical (35 days, 1 hour and 10 minutes)																				
Type of Transaction:	Licensing of SWDAs																				
Who may avail:	<ul style="list-style-type: none"> SWDAs 																				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2">For AUXILIARY SWDA</td></tr> <tr> <td colspan="2">Intending to Operate</td></tr> <tr> <td>1.Accomplished Application Form</td><td>DSWD FO Standards Section/DSWD Website</td></tr> <tr> <td>2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers</td><td>SWDA</td></tr> <tr> <td>3.Manual of Operation/Handbook</td><td>SWDA</td></tr> <tr> <td>4.Profile of Board of Trustees</td><td>SWDA</td></tr> <tr> <td>5.Certified True Copy of General Intake Sheet issued by SEC</td><td>SEC</td></tr> <tr> <td>6.Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years</td><td>SWDA</td></tr> <tr> <td>7.Work and Financial Plan for the two (2) succeeding years</td><td>WFP Template (available at the DSWD FO Standards Section)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	For AUXILIARY SWDA		Intending to Operate		1.Accomplished Application Form	DSWD FO Standards Section/DSWD Website	2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers	SWDA	3.Manual of Operation/Handbook	SWDA	4.Profile of Board of Trustees	SWDA	5.Certified True Copy of General Intake Sheet issued by SEC	SEC	6.Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years	SWDA	7.Work and Financial Plan for the two (2) succeeding years	WFP Template (available at the DSWD FO Standards Section)
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7.Work and Financial Plan for the two (2) succeeding years	WFP Template (available at the DSWD FO Standards Section)																				

Implementing prior to its application	
1. Accomplished Application Form 2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 3. Profile of Board Trustee 4. Profile of Employees and Volunteers: <ul style="list-style-type: none"> At least one (1) full time staff who will manage its operations 5. Certified True Copy of General Intake Sheet issued by SEC 6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application) 7. ABSNET Membership 8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 9. Duly signed Work and Financial Plan for the next two (2) succeeding years 10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years 11. Annual accomplishment report for previous year 12. Audited Financial Report of the previous year 13. Profile of Clients served for the preceding and current year	DSWD FO Standards Section/DSWD Website SWDA SWDA SWDA SEC SEC Regional ABSNET Chairperson SWDA WFP Template <i>(available at the DSWD FO Standards Section)</i> SWDA SWDA SWDA SWDA
Optional/ Additional Requirements (both for intending and already operating)	
A.Basic Documents 1. For those operating in more than one region	

<ul style="list-style-type: none"> List of main and satellite/branch offices, if any Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others <p>B.Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>2.For those operating in more than one region</p> <ul style="list-style-type: none"> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <p>3. For applicants that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation 	<p>SWDA</p> <p>SWDA</p> <p>DSWD FO Standards Section/Cluster ABSNET Chairperson/LGU</p> <p>SWDA</p> <p>DSWD FO Finance Management Section</p>
For AUXILIARY SWDA	
Intending to Operate	
<p>1.Accomplished Application Form</p> <p>2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers</p> <p>3.Manual of Operation/Handbook</p>	<p>DSWD FO Standards Section/DSWD Website</p> <p>SWDA</p>

4. Profile of Board of Trustees 5. Certified True Copy of General Intake Sheet issued by SEC 6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years 7. Work and Financial Plan for the two (2) succeeding years	SWDA SWDA SEC SWDA WFP Template <i>(available at the DSWD FO Standards Section)</i>
Implementing prior to its application	
1. Accomplished Application Form 2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 3. Profile of Board Trustee 4. Profile of Employees and Volunteers: 4.1. <i>At least one (1) RSW</i> 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 4.2. For Center Based (Residential Based) , to observe the caseload requirement of <i>client ratio</i> and <i>house parent</i> 4.3. For Center Based (Non-Residential Based) , to observe <i>at least one full time social worker for drop in center, processing center and vocational rehabilitation center</i> while <i>for senior citizens center</i> and the like, a <i>part-time social worker is considered</i> . 4.4. For Community Based , implementing community development or community organizing, any of the following <i>shall be hired in full/part time basis per region</i> : 4.4a. Graduate of Bachelor Degree in	DSWD FO Standards Section/DSWD Website SWDA SWDA SWDA SEC SWDA SWDA SWDA SWDA

<p><u>Social Work or Community Development</u>; or</p> <p>4.4b. Other <i>professionals who have at least three (3) year work experiences in the field of social welfare and development</i></p> <p>5. Certified True Copy of General Intake Sheet issued by SEC</p> <p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</p> <p>7. ABSNET Membership</p> <p>8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>9. Duly signed Work and Financial Plan for the next two (2) succeeding years</p> <p>10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>11. Annual accomplishment report for previous year</p> <p>12. Audited Financial Report of the previous year</p> <p>13. Profile of Clients served for the preceding and current year</p>	<p>SWDA</p> <p>SEC</p> <p>ABSNET Cluster Chairperson</p> <p>SWDA</p> <p>WFP Template (available at the DSWD FO Standards Section)</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p>
Optional/ Additional Requirements (both for intending and already operating)	
<p>A. Basic Documents</p> <p>1. For <i>those operating in more than one region</i></p> <p>a. List of main office and satellite/branch offices, if any</p> <p>2. For <i>Applicants SWAs implementing Child Placement Services</i></p> <p>Certification from DSWD or photocopy of the</p>	<p>SWDA</p>

<p>certificate of training attended by the hired RSW related to child placement service.</p> <p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>3. For those operating in more than one region Validation report from concerned DSWD Field Office or <u>Certification from Regional ABSNET/Cluster or LGUs</u> attesting to the existence and status of operation of the organization in the area/s of jurisdiction</p> <p>4. For <i>Residential Based and Community Based with facility</i>: Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit <p>5. For applicant serving within the Ancestral Domains of Indigenous People (IP)- Photocopy of NGO Accreditation from the NCIP.</p> <p>C. Documents Establishing Track Record and Good Standing</p> <p>6. For <i>applicant with past and current partnership with the DSWD that involved transfer of funds</i> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>		<p>FO Standards Section/Cluster ABSNET Chairperson/LGU</p> <p>SWDA</p> <p>SWDA</p> <p>DSWD FO Finance Management Section</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedure for Walk-In Applicants				
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)

2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	1. Review and assess documentary requirements submitted a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement	NONE	1 hour	Technical Staff
	Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit	NONE	20 minutes	Support Staff /AA II
Presents the Billing Statement at the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 minutes	Cashier Unit
B. Processing Procedures of Applications with incomplete Requirements submitted at Standards Section Field Offices through Mail/ Courier:				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant Approval and signing of written notice		1 working day 1 working day	Technical Staff/ Division Chief Regional Director/Division Chief/ Technical Staff/ Support

	Release the written notice together with the documents through email or snail mail		1 working day	staff Support staff/ AA II
C. Processing Procedures of Applications with complete Requirements submitted at Standards Section Field Office:				
1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working day	Support Staff
	Initial review of the application			Technical Staff
	Assessment of submitted application acknowledgement as to compliance to the requirements and indicates the schedule of visit		3 working days	Technical Staff/ Division Chief
	Onsite assessment visit based on the agreed schedule between DSWD and SWDA		1 working day	Technical Staff
	Prepares Confirmation report a. Recommendation on Issuance of Certificate		3 working days	Technical Staff
	b. Areas for compliance together with SWDAs Action Plan (proceed to Step D)			
	Review and endorsement of the confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of the Confirmation Report		3 working days	PPD Division Chief/ Regional Director

	Preparation and endorsement for approval of the License to Certificate		1 working day	Technical Staff/ PPD Division Chief
	Approval and signing of Certificate of License to Operate		2 working days	Regional Director
	Send confirmation report and notify the availability of the Certificate of License to Operate for release through various means (direct pick-up, courier or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Support Staff/ AA II
D. Processing Procedures of Applications with Areas for Compliance:				
	Prepares confirmation report citing the areas for compliance		3 working days	Technical Staff
	Review and endorsement of confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of confirmation report		3 working days	Technical Staff/ PPD Division Chief/ Regional Director
	Send the confirmation report and notify the applicant on the result of the assessment		1 working day	Support Staff/ AA II
			35 days, 1 hours and 10 minutes (highly technical)	
END OF TRANSACTION				

***Licensing of SWDAs qualified for multi-stage processing**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email: fo6@dswd.gov.ph or drop a feedback form at any of suggestion boxes located in various offices of DSWD Region VI
How feedbacks are processed	Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.
How to file a complaint	<p>You may file a complaint through any of the following:</p> <p>a. By writing a letter to:</p> <p>MS. MA. EVELYN B. MACAPOBRE, CESO III Regional Director DSWD Field Office VI MH Del Pilar, Molo, Iloilo City 5000</p> <p>The letter maybe submitted to the Records Section or emailed to fo6@dswd.gov.ph</p>
How complaints are processed	Your complaint is treated with confidentiality. complaints is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action,
Contact Information of CCB, PCC, ARTA	May Rago-Castillo Designated Focal Person-Ease of Doing Business/Exigent Concerns Regional Information Officer 09560661962 Email: mrcastillo@dswd.gov.ph

LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16001
Office of the Assistant Regional Director for Administration	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16024
Office of the Assistant Regional Director for Operations	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16025
Policy and Plans Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16005
Administrative Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Financial Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16030
Human Resource Management and Development Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16008
Disaster Response and Management Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16006
Promotive Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16003
Protective Services Division	DSWD Field Office VI, MH Del Pilar, Molo, Iloilo City 5000	(033)-330-7860 loc 16007

DSWD FIELD OFFICE 7

External Services

1. Application as Adoptive Parents

It is the policy of the state that the child should grow-up in a family environment, in an atmosphere of happiness, love, and understanding in order to achieve his/her full and harmonious development. Towards this end, children declared legally available for adoption be placed permanently to an eligible prospective adoptive parents.

Office or Division:	Adoption Resource and Referral Section (ARRS) - Protective Services Division	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Prospective Adoptive Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	1 Original copy of Birth Certificate in SECPA Form	Philippine Statistics Authority (PSA)
2.	1 Original copy of Marriage Certificate in SECPA Form, if married or in case of termination of marriage, Authenticated Divorce Papers or Annulment	Philippine Statistics Authority (PSA)/ Regional Trial Court (RTC)
3.	1 Original copy of written consent to the adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old	Legal Counsel
4.	1 Original copy of Physical and Medical Evaluation/Certificate	Duly Public/Private Licensed Physician
5.	1 Original copy of Psychological Evaluation Report, when appropriate	Psychologist
6.	1 original copy of NBI or Police Clearance issued at least one year before the preparation of the Home Study Report	National Bureau of Investigation
7.	Latest income tax return or any other documents showing financial capability e.g. Certificate of employment, bank certificate or statement of assets and liabilities	<ul style="list-style-type: none"> • Bureau of Internal Revenue • Employer of the PAPs • Bank
8.	1 Original copy of three (3) letter of character references, non-relative member who have known the applicants for at least 3 years	Persons appointed as character reference of the Prospective Adoptive Parents (PAPs)
9.	1 Original copy of 3 x 5 inch-sized photos of the applicants taken within the last three (3) months from the date	Prospective Adoptive Parents (PAPs)

of submission of application				
10.1 Original copy of Affidavit of Temporary Custody stipulation that the affiant/s commit/s to take temporary custody of the child of any untoward incident that may happen to the PAPs		Legal Counsel		
Additional Requirements for Foreign Nationals				
1. 1 Authenticated copy of Certificate that the applicant(s) have legal capacity to adopt		Embassy of his/her country		
2. Certificate of Residence in the Philippines		Bureau of Immigration		
3. 1 Original copy of two (2) letters of character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.		Persons appointed as character reference of the Prospective Adoptive Parents (PAPs)		
4. 1 Original copy of police clearance from all places of residence in the past two (2) years immediately prior to residing in the Philippines		Police Authority from all places of residence		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on Adoption	Provide initial information on the whole process including documentary requirements	None	30 minutes	Adoption Social Worker
2. Attendance to Adoption Forum/pre-adoption counseling seminar	Detailed Information on process and other related concerns	None	4 hours	Social Welfare Officer II
3. Application/Submission of required documents	3.1 Receipt and thorough review of documents	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III

	3.2 Thorough review of documents	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
4. Submit themselves for a thorough interview by a social worker	4.1 Conduct of first visit	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.2 Conduct of second visit	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.3 Conduct of collateral information	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.4 Preparation of Home Study Report	None	2 weeks	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.5 Review of the Home Study Report by the Supervisor	None	1 day	Adoption Resource and Referral Section Head
	4.6 Review of the Home Study Report by the community based section head	None	2 days	Community Based Section Head
	4.7 Approval of the Home Study Report with complete documents	None	4 hours	Regional Director
5. PAPs wait for the result of the matching conference	5.1 Presentation in the regional adoption matching conference	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	5.2a If matched, sharing child's information to	None	3 days	Adoption Resource and Referral Section Secretariat

	Prospective Adoptive Parents			
	5.2b If not matched after 2 presentations, for endorsement for inter-regional matching (back to 3.10a)	None	1 day	Adoption Resource and Referral Section Secretariat
6. Submission of acceptance letter	6.1 Receipt of the acceptance letter	None	30 minutes	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	6.2 Preparation and coordination to Child Caring Agency for the child and Prospective Adoptive Parents meeting	None	30 minutes	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
7. Entrustment of the child to PAPs	7.1 Pre-Adoption Placement Authority issued to Prospective Adoptive Parents and provide original copy of the Certification Declaring a Child Legally Available for Adoption	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	7.2 Supervised Trial Custody	None	3 months	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	7.3 Affidavit of Consent to Adoption issued to Prospective Adoptive Parents	None	1 day	Regional Director
8. Filing of Petition for Adoption in Court	Submission of Home Study Report and Child Study Report if directed by the court	Php2,025 Lawyers Acceptance Fee	1 day	Legal Counsel of the Prospective Adoptive Parents / Prospective Adoptive Parents
9. Attendance to	Testify in court if	Lawyer's	6 months and	Prospective

court proceedings/including issuance of adoption decree	directed by the court	Appearance Fee	beyond	Adoptive Parents /Legal Counsel of the Prospective Adoptive Parents /DSWD Social Worker/Regional Trial Court Social Worker
10. Secure copy of the adoption decree	None	None	4 hours	Prospective Adoptive Parents /Legal Counsel of the Prospective Adoptive Parents
TOTAL		Php2,025	9 months, 28 days, 15 hours, and 30min	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Filling up of the customer's satisfaction survey Directly visit the office and expressed verbal comments / commendation / suggestion Write the office about their comments / commendation / suggestion
How feedbacks are processed	Inform concerned person about the comments / commendation / suggestion
How to file a complaint	<ul style="list-style-type: none"> Directly visit the office and expressed verbal complaints Write the office about their complaints
How complaints are processed	<ul style="list-style-type: none"> Inform handling social worker /conduct case conference about the complaints Send response to complainant on actions undertaken Provide proper information on the guidelines/policies on adoption
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

2. Application as Licensed Foster Parents

The provision of planned temporary substitute parental care to a child by a duly licensed foster parent or a foster family.

Office or Division:	Adoption Resource and Referral Section (ARRS) - Protective Services Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen

Who may avail:	Prospective Foster Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	1 Certificate of Live Birth of at least certified true copy from the original	Philippine Statistics Authority (PSA)
2.	1 Certificate of Marriage if married or Divorce Annulment, Declaration of Nullity of legal separation documents	Philippine Statistics Authority (PSA)/ Regional Trial Court (RTC)
3.	1 Certificate of Physical and Medical Evaluation (Original Copy)	Public/Private Licensed Physician
4.	Latest income tax return or any other documents showing financial capability e.g. Certificate of employment, bank certificate or statement of assets and liabilities	Bureau of Internal Revenue Employer of the PAPs Bank
5.	1 original copy of NBI or Police Clearance issued at least one year before the preparation of the Home Study Report	National Bureau of Investigation / Philippine National Police
6.	1 Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay Hall Barangay Captain
7.	1 Original copy of 3 x 5 inch-sized photos with white background of the applicants taken within the last six (6) months from the date of submission of application	Prospective Licensed Foster Parents
8.	1 Original copy of Certificate of Attendance at Foster Care Forum	Department of Social Welfare and Development Field Office
Additional Requirements for Foreign Nationals		
1.	Certificate of Residence in the Philippines	Bureau of Immigration
2.	1 Original copy of two (2) letters of character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	Persons appointed as character reference of the Prospective Licensed Foster Parents

		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on Foster Care	Provides initial information on the whole process of the application including the required documents	None	30 minutes	Foster Care Social Worker
2. Attends at Foster Care Forum	Provides detailed information on the process and other related concerns	None	4 hours	Social Welfare Officer II
3. Submits application and documentary requirements	Receives application, documentary requirements and schedules home visitation	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
4. Responds to interview on scheduled home visitation	4.1 Conducts home visit and interview applicants with their children and other household members as deemed necessary	None	4 hours	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.2 Conducts collateral interviews	None	1 day	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.3 Prepares Home Study Report	None	3 days	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.4 Reviews the Home Study Report and its supporting documents by the Supervisor	None	1 day	Adoption Resource and Referral Section Head
	4.5 Reviews the Home Study Report and its supporting documents by the PSD Division Chief	None	2 hours	PSD Division Chief

	4.6 Approves of the Home Study Report and its supporting documents	None	1 hour	Regional Director
	4.7 Prepare and Issue Foster Family Care License	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.8 Reviews and signs the Foster Family Care License by Supervisor	None	1 hour	Adoption Resource and Referral Section Head
	4.9 Reviews and signs the Foster Family Care License by the Division Chief	None	1 hour	Division Chief, Protective Services Division
	4.10 Approves the Foster Family Care License	None	1 hour	Regional Director
	4.11 Presents the case to the Regional Foster Care Committee for the regional foster care matching conference	None	4 hours	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.12a If matched, schedule for a pre-placement conference	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	4.12b If not matched after 2 presentations, endorse the case to the inter-regional matching conference (back to 6.1)	None	1 hour	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
5. Attends Pre-placement	5.1 Facilitates pre-placement	None	1 hour	Social Welfare Assistant ,

conference and submits Acceptance Letter	conference with the Child Caring Agency of the child and the Licensed Foster Family			Social Welfare Officer II, Social Welfare Officer III
	5.2 Receives of the acceptance letter	None	30 minutes	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	5.3 Prepare and Issue Foster Placement Authority	None	30 minutes	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	5.4 Reviews and signs Foster Placement Authority by the Supervisor	None	30 minutes	Adoption Resource and Referral Section Head
	5.5 Reviews and signs the Foster Placement Authority by Division Chief	None	30 minutes	Division Chief, Protective Services Division
	5.6 Approves the Foster Placement Authority	None	30 minutes	Regional Director
6. Signs admission slip and Accepts foster child in the foster home	6.1 Signs and issue Admission Slip	None	3 hours	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III
	6.2 Turn-overs foster child and his/her essential documents to licensed foster family	None	4 hours	Social Welfare Assistant , Social Welfare Officer II, Social Welfare Officer III, Child Caring Agency head and social worker

A. FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • Filling up of the customer's satisfaction survey • Directly visit the office and expressed verbal comments / commendation / suggestion • Write the office about their comments / commendation / suggestion
How feedbacks are processed	Inform concerned person about the comments / commendation / suggestion
How to file a complaint	<ul style="list-style-type: none"> • Directly visit the office and expressed verbal complaints • Write the office about their complaints
How complaints are processed	<ul style="list-style-type: none"> • Inform handling social worker /conduct case conference about the complaints • Send response to complainant on actions undertaken • Provide proper information on the guidelines/policies on foster parenting
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

3. Request for Assistive Devices

As stipulated in the Magna Carta for Persons with Disabilities (RA 7277), the DSWD shall provide assistance in the acquisition of prosthetic devices and medical intervention of specialty services. This describes the eligibility and processes in availing for assistive devices for persons with disabilities. Per General Appropriations Act of 2020, only wheelchair, walkers, canes and crutches are the assistive devices that can be provided to the clients upon augmentation request from the local government unit through the local social welfare and development office.

Office or Division:	Office of the Chief for Protective Services DSWD Field Office VII			
Classification:	Complex			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Persons with disabilities needing assisting devices with medical certification.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy Barangay Certificate of Residency of the person processing the request		Barangay of Residence		
1 photocopy of any valid ID of the person processing the request		Issuing Agency or Office		
1 original copy of the request for assistive device		Person with disability or his/her family/relative		
1 photocopy of valid PWD ID		LGU Social Welfare and Development Office		
1 original copy of the Social Case Study Report with contact details (contact person, address of contact person, mobile/telephone number, email address)		LGU Social Welfare and Development Office		
1 original Medical Certificate indicating the reason for the use of the medical assistive device		LGU Physician/Doctor or Any Government Physician/Doctor		
1 pc whole body picture		Any photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the admission requirements	1.1 Receive request and requirements and provide acknowledgment receipt or in case of electronic or mail transmission, send email or contact the	None	5 mins	Focal for Persons with Disability

	applicant upon receipt of the requirements			
	1.2 Log the request and the details of the requesting party.	None	30 mins (over phone) 1 day (home visit)	Social Welfare Assistant for the Persons with Disability
	1.3 Contact/conduct home visit to the requesting party for an assessment	None	10 mins	Social Welfare Assistant for the Persons with Disability
	1.4 If assistive device requested is available, go to client step 2. If not in the DSWD menu, refer client to other agencies/partners or to the DSWD Crisis Intervention Section for Medical Assistance	None	15 mins	Social Welfare Assistant for the Persons with Disability
2. Wait for feedback from the agency on the requested assistive device	2.1 Prepare the Requisition Issuance Slip (RIS) for the requested assistive device	None	5 mins	Social Welfare Assistant for the Persons with Disability
	2.2 Contact the requesting party for the date and time of release of the requested assistive device	None	10 mins	Social Welfare Assistant for the Persons with Disability
3. Receive the requested assistive device	3.1 Ensure requesting party signs an	None	5 mins	Social Welfare Assistant for the Persons with

	Acknowledge Receipt and the Distribution Sheet from the Property and Supply Section			Disability
	3.2 Ensure client filled-out the client satisfaction survey form	None	5 mins	Focal for Persons with Disability
TOTAL		None	1 day and 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The clients can send feedback by filling-up a Client Satisfaction Feedback Form and drop the Form in the designated boxes (Suggestion Box at the Public Assistance Desk/Front Desk) Clients can also send email or contact the Field Office through the telephone numbers mentioned below from Monday to Friday 8:00 AM to 5:00 PM.
How feedbacks are processed	A designated staff shall open the suggestion box and forward the feedback to the Division Chief of the Human Resource Management and Development. The HRMDD Chief shall forward the feedback to the Chief of the Protective Service Division who will assess and analyze the feedback and discuss this with the Persons with Disability focal and the Social Welfare Assistant for the Persons with Disability for appropriate action. All feedback will be presented during the monthly staff meeting.
How to file a complaint	Written complaints can be made by filling-up a complaint form provided at Public Assistance Desk. Upon filling-up the form, this can be dropped at the Suggestion Box located in the Desk. The complainant can also write directly to the Regional Director. Verbal complaints are also welcome and these are treated with confidentiality. The verbal complaints will be recorded and transcribed by the officer or staff receiving the complaint.
How complaints are processed	For complaints dropped in the suggestion box, a designated staff shall open the suggestion box and forward the complaints to the Division Chief of the Human Resource Management and Development. The HRMDD Chief shall forward the feedback to the Chief of the Protective Service Division who will assess and analyze the complaint and discuss this with the grievance committee. The committee will conduct validation of the complaint.
Contact Information	DSWD Field Office VII, M.J. Cuenco Ave. cor. Gen. Maxilom Ave., Carreta, Cebu City

	Tel No. 233-8785, 233.0261, 231.2172 Email: fo7@dswd.gov.ph
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4. Vocational Rehabilitation Service

Vocational rehabilitation is the key service of the Area Vocational Rehabilitation Center II (AVRC II). This is provided to persons with disabilities (PWDs), women in especially difficult circumstances (WEDC), children in need of special protection (CNSP), and other special groups like released prisoners and rehabilitated drug dependents. The clients must be 18-59 years old and residing in regions 6, 7, and 8.

Office or Division:	Area Vocational Rehabilitation Center II DSWD Field Office VII			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	18-59 years old Persons with disabilities (PWDs), Women in Especially Difficult Circumstances (WEDC), Children in Need of Special Protection (CNSP) and other special groups from Regions 6, 7, and 8			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of PSA Birth Certificate		Philippine Statistics Authority		
1 Valid Identification Card (if PWD; PWD ID, if not, any government issued ID)		Government Office or Department of Social Welfare Service (for Cebu City clients)/ City/Municipal Social Welfare Development Office (for PWD ID)		
1 Original copy of Barangay Certificate of Residency		Barangay Hall in place of residence		
1 Social Case Study Report (SCSR) with contact details (contact person, address of contact person, mobile/telephone number, email address)		LGU Social Welfare and Development Office		
1 original copy of medical diagnostic results: - Complete Blood Count (CBC) Chest X-ray		Any preferred Medical Diagnostic Center		
1 original Medical Certificate indicating fitness for training and the nature of client's disability		LGU or Any Government Physician/Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the admission requirements	1.1. Assigns an application number and enters the case in the applicant's logbook and assigns case manager (SWO II)	None	5 minutes	Supervising Social Worker (Social Welfare Officer III) / Officer of the Day
	1.2. Assesses the completeness and appropriateness of	None	30 minutes	Case Manager (Social Welfare Officer II)

	the documents and sends acknowledgement letter/email or contacts the applicant upon receipt of the requirements 1.2.1. If complete, prepares a case folder with appropriate label. 1.2.2. If incomplete, sends feedback to referring party for the submission of the lacking requirements.			
	1.3. Conducts home visit (within Metro Cebu) and gathers collateral information for the updating of the Social Case Study Report (SCSR)	None	2 days	Case Manager
	1.4. Conducts pre-admission conference (review the applicant's submitted documents and the updated SCSR) and deliberate on the eligibility of the client, matching of client's residual capacities to the vocational rehabilitation program, and decides on the client's eligibility for gratuity	None	1 hour	Pre-admission Team (TCS II, Supervising Social Worker, Medical Officer, Psychologist)
	1.6. Prepares and sends	None	15 minutes	Case Manager

	acknowledgment letter to referring party for approval/non-approval of client's application.			
2. Attends the admission conference <i>(Note: sign language interpreter is available when needed)</i>	2.1. Conducts intake interview	None	1 hour	Case Manager
	2.2. Conducts admission conference	None	2 hours	Social Worker from referring party, Client's Family, Case Manager
	2.3. Endorses to the boarding house (if needed)	None	1 hour	Case Manager
3. Answers battery of psychological tests and if needed, submits to specialty examinations and laboratories	3.1. Administers psychological test and assessment	None	3 hours	Psychologist/ Psychometrician
	3.2. If needed, referral for prosthesis, specialty medical diagnosis/ physical rehabilitation (Physical Therapy, Occupation Therapy or Speech Language Pathology) and other medical and dental interventions (e.g. dental prophylaxis, dentures, minor surgeries)	None	4 hours	Nurse (for coordination with medical specialist or dentist) Prosthesis Technician (for prosthesis making) PT/OT/SP
4. Explores three (3) vocational courses of interest <i>Note: Each client may undergo three (3) courses for exploratory (7 days each), except for clients with visual</i>	4.1. Prepares exploratory schedule	None	30 minutes	Training Supervisor
	4.2. Implements exploratory vocational training phase (1 course at a certain period) 4.2.1. Implements exploratory course syllabus 4.2.2. Conducts	None	21 days	Vocational Course Instructor

<i>impairment who would be enrolled for Massage Therapy.</i>	evaluation and assessment of the course			
	4.3. Conducts placement assessment	None	1 hour	Placement Officer
	4.4. Conducts vocational guidance and counseling based on exploratory evaluation	None	1 hour	Psychologist/ Psychometrician
5. Participates in the Intervention Planning meeting	5.1. Updates the SCSR and makes progress notes and ensures the intervention planning template is accomplished	None	2 days	Case Manager
	5.2. Conducts Intervention Planning meeting (should be within one month from admission) and formulates with the client the vocational rehabilitation plan	None	2 hours	Rehabilitation Team (TCS II, Supervising Social Worker, Case Manager, Training Supervisor, Psychometrician, Course Instructor, Placement Officer, Medical Officer, Physical Therapist, Occupational Therapist, Prosthesis Technician), LGU Social Worker, Client Family,
	5.3. Prepares and sends feedback to the referring LGU about the vocational rehabilitation plan of the client	None	15 minutes	Case Manager
	5.4. Prepares prevocational and vocational course	None	1 hour	Training Supervisor

	schedule			
6. Participates in the implementation of the vocational rehabilitation plan and attends implementer's and special meeting Note: Special meetings are called whenever there are negative behaviors observed or when there are noticeable or reported violations of the center's rules and regulations or when clients are to represent the center in activities	6.1. Implements the vocational rehabilitation plan 6.1.1. Implements pre-vocational and major vocational training course syllabus and other helping strategies 6.1.2. Conducts evaluation and assessment of the course	None	312 days	Course Instructor, Psychologist/ Psychometrician, Medical Officer/Nurse, Placement Officer, Case Manager
	6.2. Updates the SCSR, makes progress notes, and ensures the implementer's meeting template is accomplished	None	4 hours	Case Manager, Course Instructor, Psychologist/ Psychometrician, Medical Officer/Nurse, Placement Officer,
	6.3. Conducts implementer's meeting and updates the client's vocational rehabilitation plan <i>(this is done on the 3rd month, 6th month and 9th month since the admission)</i>	None	2 hours	Rehabilitation Team (TCS II, Supervising Social Worker, Case Manager, Training Supervisor, Psychometrician, Instructor, Placement Officer, Medical Officer, Physical Therapist, Occupational Therapist, Prosthesis Technician), LGU Social Worker, Client Family,
	6.4. Prepares and sends feedback to the referring LGU the progress of the client and the updates on the implementation of	None	15 mins	Case Manager

	the vocational rehabilitation plan			
7. Applies for On-the-Job Training (OJT)	7.1. Assists the client in complying the OJT requirements	None	2 hours	Placement Officer, Course Instructor
	7.2. Monitors the client's OJT performance	None	4 hours	Course Instructor, Training Supervisor, Placement Officer
8. Participates in the Final/ Terminal Rehabilitation meeting	8.1. Formulates pre-closure plan	None	2 hours	Case Manager Course Instructor Placement Officer
	8.2. Conducts the terminal/final meeting to discuss the progress and achievements of the client and the employment opportunities	None	3 hours	Rehabilitation Team (TCS II, Supervising Social Worker, Case Manager, Training Supervisor, Psychometrician, Instructor, Placement Officer, Medical Officer, Physical Therapist, Occupational Therapist, Prosthesis Technician), LGU Social Worker, Client Family,
	8.3. Prepares and sends feedback to the referring LGU the achievement of the client and his/her employment prospect	None	30 minutes	Case Manager
	8.5. Together with the referring party, monitors the client's employment status and mainstreaming in the community	None	180 days	Case Manager, Placement Officer, LGU Social Worker

	8.6. Conducts case closure conference	None	1 hour	Case Manager, Placement Officer, Supervising Social Worker, TCS II
	8.7. Prepares and sends feedback to referring LGU on the closure of the case	None	15 minutes	Case Manager
TOTAL		None	418 days 13 hours and 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The clients can send feedback by filling-out a Client Satisfaction Feedback Form and drops it in the designated boxes (Suggestion Box at the Public Assistance Desk/Front Desk)</p> <p>Clients can also send an email or contact the center through the telephone numbers mentioned below from Monday to Friday, 8:00 AM to 5:00 PM.</p>
How feedbacks are processed	<p>The designated staff shall open the suggestion box and forward the feedback form to the Center Head. The Center Head will assess, analyze, and discuss the feedback with the concerned staff for appropriate action. All feedback will be presented during the monthly staff meeting.</p>
How to file a complaint	<p>For written complaints, the complainant fills-out the complaint form provided at the Public Assistance Desk and drop it in the Suggestion Box. The complainant can also write the Center Head or to the Regional Director.</p> <p>Verbal complaints are welcome and treated with confidentiality. The verbal complaints will be recorded and transcribed by the officer or the staff who received the complaint.</p>
How complaints are processed	<p>For complaints dropped in the suggestion box, the assigned staff shall open the suggestion box and forward the complaints to the Center Head. The Center Head will assess, analyze, and discuss the complaint with the center's grievance committee. The committee will validate the complaint.</p> <p>If it concerns the staff, the Center Head will conduct a conference with the concerned staff, his/her supervisor, and if known, the complainant, for the immediate resolution. If unresolved, the center's grievance committee will endorse the</p>

	complaint to the Field Office's grievance committee.
Contact Information	DSWD AVRC II, Camomot-Franza Road, Labangon, Cebu City Tel No. 261-0001, 261-8107, 261-4021 avrc2.fo7@dswd.gov.ph

5. Request for a Resource Person

The Department of Social Welfare and Development recognizes the need to synchronize and orchestrate training and development undertakings considering the increasing demand for such interventions from its internal staff, intermediaries and stakeholders. The Capability Building Section assigned to respond to the request of external partners being the lead section handling all the Core Group of Specialist. This is to ensure that the needed topic expert will be provided to its partners.

Office or Division :	Field Office VII - Capability Building Section (CBS)			
Classification :	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail :	<ul style="list-style-type: none"> • Non-government Organizations • Local Government Units • Academe • Private Sector Organizations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to The Regional Director		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to the Office of the Regional Director (hard copy or e-mail)	1.1 Receives, review and assess the completeness of the request. (If details are incomplete, immediately communicate with the requestor to provide the needed information.)	None	5 minutes	CBS Administrative Assistant

	1.2 Identifies Resource Person and discuss the letter of request. (If there is no available RP, immediately inform the client to have another option.)	None	20 minutes	CBS Training Specialist / CBS Section Head
	1.3 Sends confirmation letter via e-mail to the requestor along with the details of RP (information and contact details) and attach online copy of Technical Assistance Client Satisfaction Survey Form.	None	10 minutes	CBS Training Specialist / CBS Section Head
2. Sends back the filled out Technical Assistance Client Satisfaction Survey form	Collects the Technical Assistance Client Satisfaction Survey.	None	2 minutes	Client Capability Building Section
TOTAL		None	37 minutes	

B. FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requestor to fill out the <i>Client Satisfaction Survey form</i> and email it to cbs.fo7@dswd.gov.ph .
How feedback is processed	Feedback will be consolidated, tabulated and analyze as basis for improvements or commendations.
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <i>if there's any</i> <p>For inquiries and follow-ups, clients may contact the</p>

	following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph
How complaints are processed	Complaints received are reviewed by the Grievance focal. It will be relayed and discussed during the staff meeting. A validation shall be conducted if necessary, as basis of the report which will be signed by the Regional Director. Such report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable. For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	

6. Request for Internship under the Student Training Program

Every professional field aims to develop and enhance the knowledge, attitude, skills and values of the student relative to their field of placement. With emphasis on the development of such competencies, students are exposed to actual practice in various settings.

The establishment of Student Training Program is in response to the constant demand for highly competent professionals who can face the challenges of global competition and excellence.

As a strategy, the Department undertakes the Student Training Program as one of its regular programs, specifically, for undergraduate and graduate students of various courses. Moreover, the Department serves as a laboratory for testing out and translating theories into practice because of its rich workforce resources as well as broad and comprehensive opportunities which provide students a wider perspective in various settings.

Further, the Department is not only seen as a provider of field placement but ultimately becomes a beneficiary of the effort because the students are seen as potential workforce after their internship.

Office or Division:	CAPABILITY BUILDING SECTION-Protective Services Division				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	1. DSWD Field Office 7 Staff 2. Undergrad and Graduate Students				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Letter of Intent (1 original)</td><td>Requestor</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of Intent (1 original)	Requestor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter of Intent (1 original)	Requestor				

2. STP Prerequisite requirements: <ol style="list-style-type: none"> Resume/ Biodata with picture (1 original) Parents and Student Waiver (1 original) Barangay/Police/NBI clearance (photocopy only) Memorandum of Agreement (3 original sets, notarized) 2x2 picture, any background color (2 pieces) Endorsement letter from the school signed by the school head / authorized representative (1 original) 		<p>Requestor</p> <p>School or DSWD Capability Building Section</p> <p>Barangay Hall / Police Station / NBI</p> <p>School of Student</p> <p>Any photo studio</p> <p>School of Student</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the Regional Director of DSWD	1.1 Receives and reviews the letter of intent (If incomplete details on request, immediately communicate with the requestor the needed information.)	None	10 minutes	STP Focal Person
	1.2 Send a confirmation letter via email to the requestor on the approved request with the list of requirements.	None	5 minutes	
2. Visits CBS for submission of STP requirements	Receives and reviews on the completeness of the documents and agree on the schedule of STP orientation. (If incomplete, instruct the requestor to comply).	None	10 minutes	STP Focal Person

3. Attends Student Training Program Orientation	3.1 Conducts Orientation on DSWD programs and services & STP guidelines.	None	2 hours	STP Focal Person
	3.2 Distribute and collect Technical Assistance Client Satisfaction Survey Form.	None	15 minutes	STP Focal Person
4. Placement to assigned Program, Division, Section or Center	Introduce interns to assigned Supervisor.	None	10 minutes (1 hour for center due to distance)	STP Focal Person
5. Submit requirements after completion of internship hours.. (signed DTR and Accomplishment Report)	5.1 Receives and reviews the completeness of the documents.	None	5 minutes	STP Focal Person
	5.2 Prepare the Certificate of Completion for signature of the Regional Director.	None	1-3 days	STP Focal Person
6. Attend Exit Conference	6.1 Provide students with STP Post-Evaluation Form	None	2 minutes	STP Focal Person
	6.2 Facilitates the discussion of students internship experience and solicit recommendations	None	1 hour	STP Focal Immediate Supervisor of Student during the Internship Internship Coordinator
	6.3 Issue the signed Certificate of Completion	None	5 minutes	STP Focal Person

C. FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requesting party to fill out the <i>Client Satisfaction Survey</i> form after the meeting or any query at CBS
How feedback are processed	Feedback will be consolidated, tabulated and analyze as basis for improvements or commendations
How to file a complaint	<p>Complaints can be filed through a letter addressed to the Regional Director.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <i>if there's any</i> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph</p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. It will be relayed and discussed during the staff meeting.</p> <p>A validation shall be conducted if necessary as the basis of the report which will be signed by the Regional Director.</p> <p>Such a report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.</p> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	

7. Request Use of Regional Learning and Resource Center (RLRC) Knowledge Products (KPs)

The Regional Learning and Resource Center (RLRC) is a dynamic facility that is designed to be a user-friendly and accessible repository of important knowledge in Social Protection. It promotes collaboration and develops the culture of knowledge sharing among DSWD employees and its partners such as Local Government Units and Non-Government Organizations (NGOs) social workers, social work students and other disciplines, researchers and others. Furthermore, there are available knowledge products that can be used for data collection and sharing in the field of social welfare and protection. It is located at the third floor of the ACSWD Building.

Office or Division:	CAPABILITY BUILDING SECTION-Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	1. DSWD Field Office 7 Staff 2. External Partners such as Students, Researchers and other Professionals in the field of social welfare and development			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. To present any valid ID 2. Letter of request (except for DSWD staff)		Capability Building Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request addressed to the DSWD Regional Director (hard copy or e-mail)	Receives and review the request letter (If incomplete details on request, immediately communicate with the requestor the needed information. If complete details, forward to RLRC Focal to check availability of KP material.)	None	5 minutes	CBS Administrative Assistant
	Notify the client on the schedule of visit in the center.	None	2 minutes	RLRC Focal Person
2. Visit and register in the logbook	Brief on the rules/policies on the use of the center and KP	None	5 minutes	Client RLRC Focal Person

	materials (Note: External partners are not allowed to bring the KPs outside of the center. Meanwhile for Internal staff, secure borrower slip before bringing the KP materials outside of the center.)			
	Release the requested KP materials	None	2 minutes	Client RLRC Focal Person
3. Use of KP materials	Ensure compliance of the user on the rules/ policies.	None	whole duration of use	RLRC Focal Person
4. Return the borrowed KP	Logs the returned KP in the catalogue.	None	3-5 minutes	RLRC Focal Person
TOTAL		None		

D. FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requesting party to fill out the <i>Client Satisfaction Survey</i> form online after borrowing the KP and save it in the computer.
How feedback is processed	Feedback will be consolidated, tabulated and analyzed as basis for improvements or commendations
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <i>if there's any</i> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph</p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. It will be relayed and discussed during the staff meeting. A validation shall be conducted if necessary, as basis of the report which will be signed by the Regional Director. Such report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.</p>

	For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	

8. Request for Assistance Under AICS

AICS is the provision of integrated services to individuals and families in crisis or difficult situation through the Department's Central Office/Field Offices' Crisis Intervention Unit/Section and Social Welfare and Development (SWAD) Satellite office. The beneficiaries of the program may seek assistance directly from the CIU/CIS or SWAD or through referral. The integrated services under the program may be in the form of psychosocial intervention or direct financial and material assistance. Proper endorsement to other offices, centers, government agencies and non-government organizations is likewise employed to ensure that the need(s) of the client will be fully served.

Office or Division:	CRISIS INTERVENTION SECTION	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
All requirements must be in original and 2 photocopies.		
Medical Assistance		
1. Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued not later than 3 months)	Attending Physician from a hospital/clinic or from Medical Records	
2. Hospital Bill (for payment of hospital bill,) or Prescription (for medicines) or Laboratory requests (for procedures)	Billing section of the hospital for hospital bill, attending physician from a hospital/clinic for medicines and procedures	
3. Doctor's prescription for medicines/ assistive devices (indicating the date of issuance, complete name, signature and license number of the attending physicians)	Attending Physician from a hospital/clinic	

4. Laboratory requests for medical procedures (indicating the date of issuance, complete name, signature and license number of the attending physicians)	Attending Physician from a hospital/clinic
5. Barangay Certificate/ Indigency	From the Barangay where the client is presently residing
6. Any Valid ID of the client	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
7. Social Case Study/Case Summary Report	Licensed Social Worker from any government/ non- government welfare agencies.
Burial Assistance	
1. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
2. Death Certificate of the deceased	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
3. Barangay Certificate/ Indigency	From the Barangay where the client is presently residing
4. Permit to transfer/ Health permit (for transfer of cadaver)	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
5. Any Valid ID of the client	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
Educational Assistance	
1. Enrollment Assessment Form or Certificate of Enrollment or Registration	Registrar, Authorized staff from the school
2. School ID of the student/ beneficiary	Registrar, Authorized staff from the school
3. Valid ID of the parent/guardian	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
4. Statement of Account for college students	Registrar, Authorized staff from the school
5. Barangay Certificate/ Indigency	From the Barangay where the client is

	presently residing
Food Assistance	
1. Any Valid ID of the client	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Barangay Certificate/ Indigency	From the Barangay where the client is presently residing
3. Medical Certificate/Abstract (with complete name, signature and license no. of the physician), if necessary	Attending Physician from a hospital/clinic or from Medical Records
4. For individuals and families endorsed in groups: <ul style="list-style-type: none"> • Project Proposal • Food Distribution List 	Requesting body (stakeholder: LGU, Congressional Representatives, Party List)
Transportation Assistance	
1. Any Valid ID of the client	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Barangay Certificate/Indigency	From the Barangay where the client is presently residing
3. Police Blotter(for victims of pick pockets, illegal recruitment, etc.)	Police station
4. Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	Government office/ Hospital/ Court
Cash assistance for other support services	
1. Any Valid ID of the client	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Depending on the circumstance of the client: <ul style="list-style-type: none"> • Police or BFP Report/Certification for fire victims • Passport, Travel Documents, Certification from OWWA or the 	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.

<div>Barangay or any proof of repatriation by the OFs</div> <ul style="list-style-type: none">• A certification from the social worker for rescued clients• Police Blotter and Social Worker Certificate for victims of OSEC• For Locally Stranded Individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity• For all other incidents, Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/ regulating agencies, as may be applicable.				
Provision of Personal Protective Equipment (PPE)				
1. Any Valid ID of the client		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)		
2. RT-PCR Test Result		Hospital or Medical clinic/ laboratory duly authorized to conduct the test		
3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies as the case may be		From the Barangay where the client is presently residing		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log ins at Visitor's Logbook at the Guard's House	<div>Provides priority number to the client for document review</div> <div>Provision of Client Satisfactory Form</div>	None	2 minutes	Security Guard
2. Submits the required	2.1 Reviews the documents	None	3 minutes	Public Assistance and

documents based on the type of assistance	using the checklist based on the type of assistance. If complete, client proceeds for picture taking.			Complaint Desk (PACD) officer
	2.2 Takes photo of the client	None	5 minutes	Admin Staff
	2.3 Encodes the data of the client in the Crisis Intervention Monitoring System (CrIMS)	None		Admin Staff
3. Proceeds to the social worker for interview	3.1 Interviews the client using the General Intake Sheet (GIS)	None	25 – 30 minutes	Social worker
	3.2 Assess the client's situation and eligibility	None		Social worker
	3.3 Submits the COE and other supporting documents to the approving officer	None		Up to P20,000 – CIS Head/SWAD TL P20,001 – P50,000 – Division Chief P50,001 – P75,000 – Assistant Regional Director for Operations or ARDA in the absence of ARDO P75,001 – P150,000 – Regional

				Director Above P150,000.00 – Secretary or Designated OIC
	3.4 Once approved, forwards the COE and other supporting documents to the SDO for payment.	None		Social Worker
4. Proceeds to the Special Disbursing Officer for payout.	Releases the cash assistance to the client.	None	5 minutes	Special Disbursing Officer
5. Signs the acknowledgment receipt and/or guarantee letter.	Prepares and releases the guarantee letter to the client.	None	Within 24 hours upon receipt ***AICS in SWAD Offices particularly in Bohol, NegOr & Siquijor is within 48 hours	Social Worker
6. Gives feedback by filling out the client satisfaction survey	Collects the filled out client satisfaction survey.	None	1 minute	Admin Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-up the Satisfactory Survey Form available at the Front Desk
How feedbacks are processed	Filled Client Satisfaction Survey are consolidated for quarterly reports.
How to file a complaint	Complaints can be filed by writing a letter and drop it to CIS Complaint Dropbox or email to DSWD FO7. Name of person being complained and the circumstances of the complaint should be included in the information.

How complaints are processed	HR will collect the complaints and send it to CIS for action. For complaints through email, complaint will be forwarded to CIS for action.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

Contact Information

Office	Contact Person	Contact No.	Email Address	Office Address
Crisis Intervention Section	Ms. Margie D. Pinton Social Welfare Officer III Head CIS Mr. Joemarie C. Manago Jr Admin Aid IV	Tel. No. (032) 2338785 local 132 or 145 (0939)5180749 (0946)18182822	ciu.fo7@dswd.gov.ph	Gorordo Ave. cor. M.J. Cuenco Brgy. Carreta Cebu City
SWAD Bohol	Ms. Jimmy Crucio Project Deveopment Officer II OIC Team Leader	Tel. No.: (038) 4271405	swad-bohol.fo7@dswd.gov.ph	0260 M. Paras St., Poblacion III, Circumferential Road, Tagbilaran City, Bohol
SWAD Negros Oriental	Ms. Jenny S. Egagamao Social Welfare Officer II Team Leader Ms. Snooky S. Alibo Administrative Assistant II	Tel. No.: (035) 4209555 (0927)8836980 (0927)8836950	swad-negor.fo7@dswd.gov.ph	Door #10, Nicolas Solon Bldg., Bantayan, Dumaguete City
SWAD Siquijor	Ms. Michelle C. Ylaya Social Welfare Officer II Team Leader Ms. Roxanne M. Infante Social Welfare Officer II	Tel. No.: (035) 4809261 (0967)3259233 (0915)4113608	swad-siq.fo7@dswd.gov.ph	Pangi, Siquijor, Siquijor

9. Food and Non-Food Items Relief Augmentation to LGUs

Disaster Response Management Division leads in planning, coordination and monitoring of all disaster response efforts including the provision of resource augmentation as support to LGUs. This process covers the request for relief assistance of LGUs affected by disaster or calamity.

Office or Division :	Disaster Response and Management Division
Classification :	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail :	LGU affected by disaster
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For sporadic incidents (fire, armed conflict, demolition, etc.) <ol style="list-style-type: none"> 1. Letter Request signed by the Local Chief Executive 2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer (LSWDO) and noted by the Local Chief Executive 3. Copy of Situational/Incident/Disaster Report signed by the LSWDO and/or LDRRMO 	Office of the LCE LSWD Office LSWDO / LDRRMO
For El Nino, COVID-19 and other epidemic/pandemic <ol style="list-style-type: none"> 1. Copy of Letter Request signed by the Local Chief Executive 2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer and noted by the Local Chief Executive 3. Copy of either Declaration of State of Calamity and/or Situational Report issued by the Local Disaster Risk Reduction and Management Officer on the effects of the disaster in the locality. 	Office of the LCE LSWD Office LDRRM Office
For disasters which caused massive displacement/evacuation of families (earthquake, flooding, typhoons, landslides, etc.) <ol style="list-style-type: none"> 1. Copy of Letter Request signed by 	Office of the LCE

the Local Chief Executive 2. Copy of Situational/Incident/Disaster Report signed by the LSWDO and/or LDRRMO		LSWDO / LDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter with complete supporting documents to the office of the Regional Director	Receives and forwards the documents to the DRMD Chief with instructions from the RD	None	10 minutes	Administrative Assistant III and Regional Director
	1.1 Receives, checks and forwards the documents with notations from the DRMD Chief, to the Disaster Response and Rehabilitation Section (DRRS) for appropriate action	None	10 minutes	Administrative Assistant II and DRMD Chief
	1.2.1 If incomplete documents, inform the requestor			
	1.3 Reviews and assess the documents.			
	1.3.1 Prepares the Assessment Report, the Request Issuance Slip (RIS) and the Notice of Approval; and forward to the Division Chief	None	30 minutes	Social Welfare Officer II
	1.4 Reviews and initials the Assessment Report, the RIS	None	10 minutes	DRMD Chief

	and Notice of Approval for the approval of ARDO			
	1.5 Reviews and initials the Assessment Report and notice of approval. 1.5.1 Approves the RIS	None	10 minutes	ARDO
	1.6 Receives and files the documents; inputs RIS details into the Database Inventory of Releases 1.6.1 Sends Notice of Approval to LGU	None	15 minutes	Administrative Assistant II, Disaster Response and Rehabilitation Section
	1.7 Receives and forwards the RIS to the concerned warehouse	None	2 minutes	Administrative Assistant II, Warehousing Unit
2. Submits schedule of pull out and distribution to Disaster Response and Rehabilitation Section	2.1 Receives and records schedule of pull-out and distribution plan	None	5 minutes	Administrative Assistant II, Warehousing Unit
	2.2 Prepares relief items for pull-out and prepare delivery receipt	None	1 hour	Warehouseman III, Warehousing Unit
3. Sign delivery receipt	Receives signed delivery receipt and forwards to guard on duty for dispatching	None	5 minutes	Warehouse AA II, Warehousing Unit
Total			2 hours and 37 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requesting LGU to fill out the <i>Client Satisfaction Survey</i> form after the distribution of relief items and submit it to any staff of Disaster Response Management Division
How feedback are processed	Feedback will be consolidated, tabulated and analyze as basis for improvements or commendations
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <i>if there's any</i> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 105 Email: drdu.fo7@dswd.gov.ph</p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. It will be relayed and discussed during the staff meeting. A validation shall be conducted if necessary as basis of the report which will be signed by the Regional Director. Such report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.</p> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 105 Email: drdu.fo7@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	

10. Request for Statistical Data

This service provides the national government agencies, development partners, and social protection stakeholders, academe and researchers with statistical data on poor households/ individuals in Field Office VII based on the result of the 2nd round household assessment, which was conducted in 2015. Statistical request shall be supported by a letter citing the reasons for the request, enumerating the kinds of data needed and a reasonable timeline for the expected release of the data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2C/G2G- Government to Citizen/Government to Government			
Who may avail:	-NGAs (National Government Agencies) -P/C/M/BLGUs (Provincial/City/Municipal/Barangay Local Gov't Units) -NGOs/CSOs (Non-Government Organizations/ Civil Society Organizations) -Private Institutions -Academe and -Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Hard copy or soft copy letter request addressed to the Regional Director.		NHTS (National Household Targeting Section) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends hard copy or electronic copy of the request letter through the email add fo7@dswd.gov.ph cc: nhtu.fo7@dswd.gov.ph	1.1 Receives and check completeness of requirements. If complete, forward the same request to the Regional Data Protection Officer (RDPO); If incomplete advise the requestor to complete the requirements.	None	15 minutes	<i>Admin Assistant</i> Records Section Office or ORD Clerk
	1.2 Endorses the request to Regional Field	None	5 minutes	<i>Policy and Plans Chief</i> PPD Office

	Coordinator for appropriate action			
	1.3 Reviews and endorse for statistical generation	None	5 minutes	<i>Regional Field Coordinator</i> NHTS Office
	1.4 Facilitates statistical request 1.5 Generates statistical table 1.6 Drafts reply letter/memorandum on the statistical request	None	1 day	<i>Regional Associate Statistician</i> NHTS Office
	1.7 Reviews and countersign reply letter/memorandum	None	15 minutes	<i>Regional Field Coordinator</i> NHTS Office
	1.8 Endorses and countersigns reply memorandum	None	5 minutes	<i>Policy and Plans Chief</i> PPD Office
	1.9 Signs reply memorandum	None	30 mins	<i>Regional Director</i> Office of the Regional Director
	1.10 Tracks response letter and send reply letter along the requested datasets to the email address provided by the requesting party	None	10 minutes	<i>Admin Assistant III</i> NHTS Office
	2. Receives and acknowledge the requested data through e-mail and filling out of the client satisfaction survey.	Prepares, the tool Send/administer the client satisfaction survey, make an inventory of the result of the survey, Informs the RFC of the	None	20 mins

	response /consolidated response to the service provided			
TOTAL		None	1 Day, 105 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out online form sent to the requestor's email after closing the ticket
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan.
How to file a complaint	Using the online feedback form.
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

Contact Information

Office	Contact Person	Contact No.	Email Address	Office Address
NHTS-PR/ Listahanan	Mr. Hillton John V. Edrial PDO IV-RFC/ Listahanan Head	Tel. No.	nhtu.fo7@dswd.gov.ph	MJ Cuenco Cor., Gen. Maxilom Avenue, Cebu City.

11. Cash Card Replacement

Cash Card Replacement due to Damaged, Perforated, Lost or Unclaimed Card due to Name Discrepancy

Office or Division:	Pantawid Pamilyang Pilipino Program
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Classification:	Highly Technical			
Type of Transaction:	Government – Citizen			
Who may avail:	Active Pantawid beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ATM Card Request/Update Form (ACRUF) (1 copy)		Pantawid MOO		
2. Photocopy of Pantawid ID (1 copy)		Beneficiary		
3. Damage Physical Card		Beneficiary		
4. Notarized Affidavit of Loss (1 copy)		Beneficiary		
5. Endorsement Letter (1 copy)		FMD/Pantawid Cash Grants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Pantawid Municipal Operations Office and submit required documents.	Interview the client and check completeness of the requirements.	LBP Card Replacement Fee - PHP100.00	30 minutes	Municipal Roving Bookkeeper (MRB)
2. Wait for the status and updates of the request.	2.1 Forward the requirements and cash payment to the Financial Analyst II.	None	1 day (once a week as scheduled)	Municipal Roving Bookkeeper (MRB)
	2.2 Prepare the endorsement letter to LBP and send it to Financial Analyst III thru email.	None	15 minutes	Financial Analyst II
	2.3 Facilitate the endorsement letter for RD's signature.	None	1 day	Financial Analyst III
	2.4 Send the signed endorsement letter back to the Financial Analyst II.	None	1 day (once a week)	Financial Analyst III
	2.5 Receive the signed endorsement letter and inform the	None	15 minutes	Financial Analyst II

	Municipal Roving Bookkeeper.			
	2.6 Retrieve the signed endorsement letter, documents and cash payment.	None	1 day	Municipal Roving Bookkeeper (MRB)
	2.7 Submit the endorsement letter, documents and cash payment to LBP Servicing Branch.	None	1 day	Municipal Roving Bookkeeper (MRB)
	Cash Card Replacement usually takes 3 weeks upon receipt of endorsement letter, documents and cash payment.			
	2.8 Coordinate with the LBP for the release of the cash card.	None	15 minutes	Municipal Roving Bookkeeper (MRB)
	2.9 Inform the City / Municipal Link for the schedule of the cash card distribution.	None	5 minutes	Municipal Roving Bookkeeper (MRB)
	2.10 Inform the beneficiary on the schedule of cash card distribution.	None	15 minutes	City/Municipal Link (C/ML)
2. Proceed to the LBP servicing branch for the release of card	Assist the beneficiary in the release and activation of the cash card.	None	30 minutes	Municipal Roving Bookkeeper (MRB)
	LBP Servicing Branch standard schedule for release of cash card is from Tuesday to Thursday every week.			
TOTAL:		Php100.00	28 Working Days, 2 Hours & 5 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Answer the grievance form and hand it to the Grievance Officer. 2. Send a feedback via 8888 3. Write a snail mail addressed to the Regional Director 4. Send a feedback through the facebook page of DSWD RVII
How feedbacks are processed	The Grievance Officer verifies the nature and queries of the feedback within the working day. The same will be referred to the concerned office via email, personal if within the vicinity, or phone call. Upon receiving the reply from the concerned office, the client will be informed via phone call or email.
How to file a complaint	<ol style="list-style-type: none"> 1. Answer the grievance form and hand it to the Grievance Officer 2. Send a feedback via 8888 3. Write a snail mail addressed to the Regional Director 4. Send a feedback through the facebook page of DSWD RVII
How complaints are processed	The Grievance Officer verifies the nature and queries of the feedback within the working day. The same will be referred to the concerned office via email, personal if within the vicinity, or phone call. Upon receiving the reply from the concerned office, the client will be informed via phone call or email.
Contact Information:	Pantawid Hotline: 09189122813 RPMO: 032419908 lol 17128 Grievance: grs.fo7@gmail.com

12. Issuance of Pantawid Membership Certificate to Beneficiaries

Certificate as Pantawid Member issued for any legal purposes.

Office or Division:	Pantawid Pamilyang Pilipino Program
Classification:	Simple Transaction

Type of Transaction:	Government – Citizen			
Who may avail:	Active Pantawid beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pantawid I.D. Card		Pantawid MOO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Pantawid Municipal Operations Office and request the certificate of membership	Interview the client of the purpose of securing certificate and check Pantawid I.D. card	None	10 minutes	CML/PDO II/SWA
2. Wait for the status and updates of the request.	2.1 Pantawid staff will check the household I.D. number in the database to determine household status of the beneficiary	None	5 minutes	CML/PDO II/SWA
	2.2 If grantee is verified as active status in the database. Facilitate the printing and signature of the certificate.	None	5 minutes	CML/PDO II/SWA
	2.3 If not active of the current year, indicate in the certificate the exact date former grantee recorded as active in the database	None	5 minutes	CML/PDO II/SWA
3. Handover the certificate and	Guide the beneficiary in the	None	10 minutes	CML/PDO

household ID number to beneficiary	availment of support services or whatever legal purposes of the certificate the grantee may serve best			II/SWA
TOTAL		None	35 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the grievance form and hand it to the Grievance Officer. 2. Send a feedback via 8888 3. Write a snail mail addressed to the Regional Director 4. Send a feedback through the facebook page of DSWD RVII
How feedbacks are processed	The Grievance Officer verifies the nature and queries of the feedback within the working day. The same will be referred to the concerned office via email, personal if within the vicinity, or phone call. Upon receiving the reply from the concerned office, the client will be informed via phone call or email.
How to file a complaint	<ol style="list-style-type: none"> 1. Answer the grievance form and hand it to the Grievance Officer 2. Send a feedback via 8888 3. Write a snail mail addressed to the Regional Director 4. Send a feedback through the facebook page of DSWD RVII
How complaints are processed	The Grievance Officer verifies the nature and queries of the feedback within the working day. The same will be referred to the concerned office via email, personal if within the vicinity, or phone call. Upon receiving the reply from the concerned office, the client will be informed via phone call or email.
Contact Information:	Pantawid Hotline: 09189122813 RPMO: 032419908 lol 17128 Grievance: grs.fo7@gmail.com

13. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients (Field Office)

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo the Department's research protocol. The research protocol aims to facilitate the processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions.

Research whose target respondents covers one (1) region shall seek for the approval of the Regional Director. For those covering multi-regions, the Central Office Citizens Charter will be followed. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

Office or Division:	DSWD Field Office VII Policy and Plans Division (PPD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	1. DSWD personnel conducting research for the purpose of pursuing higher academic education 2. Students 3. Academe 4. Other Government Agencies 5. Local and International Organizations or Research Institutions 6. Other independent researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Written Request using Research Request Form (Annex C) 2. Duly accomplished Research Brief (Annex D) 3. Copy of the Research Instrument or Questionnaire		DSWD Field Office VII, Policy and Plans Division DSWD Field Office VII, Policy Development and Planning Section (PDPS) Provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request	1.1 Review the request based on the Checklist to determine if the request is a secondary data request or a primary data request	None	15 minutes upon receipt of letter	Statistician Aide

	1.2.If request is for secondary data			
	1.2.1 Forward the data request and other requestor details to concerned Section/Unit/ Program in the Field Office	None	10 minutes	Statistician Aide
	1.2.2 Concerned Section/Unit/ Program in the Field Office compiles the needed data and replies (another Citizens Charter governs this)	None	3 days	Concerned DSWD Section, Unit, or Program where the requested data may be available
	1.3 If the request is for a primary data, the requestor will be given a copy of the requirements (Annex C and Annex D) in either electronic or printed form	None	10 minutes	Statistician Aide
2. Submits the accomplished forms (Annex C and Annex D) along with the research instruments	2.1 Reviews the submitted requirements as to completeness of the required information	None	15 minutes upon receipt of letter	Statistician Aide
	2.2 Forwards the reviewed requirements for Assessment	None	10 minutes	Statistician Aide
	2.3 Assess the proposed research in terms of relevance to the Department's Mandate	None	3 days	<ul style="list-style-type: none"> Concerned DSWD Section, Unit, or Program where the requested data may be available Research Technical Working

				Group <ul style="list-style-type: none"> Research TWG Secretariat (Planning Officer II)
	2.3.1 If there are needed clarifications, communicate to the researcher thru email	None	1 day	Research TWG Secretariat (Planning Officer II)
3. Respond to clarifications raised by the DSWD research technical persons	Wait for the researcher to respond	None	2 days	Research TWG Secretariat (Planning Officer II)
4. Wait for communication on the status of the request	Draft the Research Technical Working (RD-TWG) Recommendation . The recommendation will contain the necessary information pertaining to the proposed study as well as inputs on how the data gathering will be conducted inside the DSWD.	None	1 day	Research TWG Secretariat (Planning Officer II)
	Forwards the RD-TWG Recommendation to the RD-TWG Chairperson for signing	None	10 minutes	Statistician Aide
	Review and Sign the RD-TWG recommendation	None	1 day	Chairperson of the Research TWG
	Forwards the research request	None	10 minutes	Statistician Aide

	form (Annex C) along with the signed RD-TWG recommendation, Annex D, and research instruments to the Regional Director for Approval			
	Render decision on the proposed study request	None	2 days	Regional Director
	If approved, notify the concerned Division, Section, Unit or Program of the approved research via email (all documents will be attached)	None	20 minutes	Statistician Aide
	If approved, notify the researcher of the approval via email and provide a copy of the signed Annex C and the signed RD-TWG recommendation. The notification will also include how to coordinate with the concerned Division, Section, Unit, or Program for the data gathering.	None	15 minutes	Statistician Aide
	Send feedback form via email	None	5 minutes	Statistician Aide
TOTAL			13 days and 2 hrs	

I. FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A feedback form will be emailed to the requesting party after sending of the notice of approval. The recipient can email the feedback form to the office of the Regional Director</p> <p>to: ord.fo7@dswd.gov.ph and</p> <p>cc: pdps.fo7@dswd.gov.ph.</p>
How feedbacks are processed	<p>The feedback will be collated by the Policy Development and Planning Section. The information gathered will be utilized in reviewing the process of improving the service. This will be discussed by the Section during its quarterly meeting.</p> <p>Likewise, the positive feedback on the personnel providing the services will be forwarded to the Human Resource for the staff recognition in the Department's PRAISE committee.</p>
How to file a complaint	<p>Complaints regarding the service above can be filed thru the Office of the Regional Director either via email (ord.fo7@dswd.gov.ph) or personally handing over the complaint letter.</p>
How complaints are processed	<p>The Regional Director will ascertain if the complaint filed constitutes either (1) a simple grievance or a graft and corrupt practice.</p> <p>Simple Grievances are forwarded to the Grievance Committee of the Field Office. The Committee acts on the complaints based on merit and follows prescribed timelines in resolving the complaints.</p> <p>Complaints constituting graft and corrupt practice allegations will be forwarded to the Anti-Graft and Anti-Corruption Committee of the Field Office. The Committee acts on the complaints based on merit and follows prescribed timelines in resolving the complaints.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p>

	CCB: email@contactcenterngbayan.gov.ph 0908-881-6565
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14. Request for Assistance Under RRPTP

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

Office or Division:	FIELD OFFICE VII- Protective Services Division		
Classification:	Highly Technical		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance			
1. One (1) original copy of Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within three months)		Hospital (Private or Public), Rural Health Unit and Clinics	
2. One (1) original copy of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory Requests (for procedures)		Hospital (Private or Public), Rural Health Unit and Clinics	
3. One (1) original copy of Barangay Certificate of Indigency		Barangay Affairs Office where the client resides	
4. One (1) photocopy of Valid ID or in thae absence of which Barangay Certification of the client (if the client is a minor, any adult should facilitate the request and submit photocopy of his/her Valid ID)		Any government agencies, Non-government agencies, School, Barangay Affairs, Etc. DSWD for the template of Barangay certification (for clients without valid I.D).	
5. Case Summary Report		Referring Party	

Educational Assistance <ol style="list-style-type: none"> 1. One (1) original copy of School registration and/or certificate of enrollment. 2. One (1) original copy of Statement of Account for tertiary education 3. One (1) photocopy of Valid School ID (strictly for high school and college student) 4. One (1) photocopy of Valid ID of parent or guardian in case the beneficiary is a minor (Primary and Secondary IDs and documents) 5. Case Summary Report 	<p>School where the client is currently enrolled</p> <p>School where the client is currently enrolled</p> <p>School where the client is currently enrolled</p> <p>Any government agencies, Non-government agencies, School, Barangay Affairs, etc</p> <p>Referring Party</p>
Financial Assistance for food, transportation and supplies while attending Skills Training <ol style="list-style-type: none"> 1. One (1) original copy of Certificate of Registration 2. One (1) photocopy of valid ID of the recipient of the assistance. 3. Social Case Study Report 	<p>TESDA/CHED or any accredited training school</p> <p>Any government agencies, Non-government agencies, School, Barangay Affairs, etc.</p> <p>Referring Party</p>
Financial Assistance for Pre-employment requirements (e.g. driver's license, NBI and Police Clearance, Medical Certificate etc.) <ol style="list-style-type: none"> 1. One (1) certified copy of Contract of Employment or any similar document which indicates that they are hired 2. One (1) photocopy of Valid ID (Primary and Secondary IDs and documents) 3. Social Case Study Report 	<p>Employer</p> <p>Any government agencies, Non-government agencies, School, Barangay Affairs, etc.</p> <p>Referring Party</p>
Financial Assistance for Livelihood <ol style="list-style-type: none"> 1. Result of the Handa Ka Na Bang Magnegosyo questionnaire. The client's score must be 75 and above in order to be eligible for the livelihood program, to determine the preparedness of the client to start 	<p>DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons</p>

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 of financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the Social Worker in preparation of the said proposal. Template is provided by the social worker assisting the client. 3. One (1) photocopy of Valid ID of the recipient of the assistance. 4. Social Case Study Report		DSWD Field Office 7- Recovery and Reintegration Program for Trafficked Persons Any government agencies, Non-government agencies, School, Barangay Affairs, etc Referring party		
Support for Victim-Survivors/Witnesses while attending court hearing 1. One (1) certified copy of Court Order 2. One (1) valid ID 3. Social Case Study Report		Regional Trial Court assigned Any government agencies, Non-government agencies, School, Barangay Affairs, etc Referring Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits/calls/virtual calls with the DSWD Field Office or nearest SWAD Office	1.1. Conducts Intake Interview and Assessment of the client's need 1.2. If found eligible, provide list of documents to comply based on needs. 1.3. If not eligible, explain to client and make referral to other programs or services that he/she may avail.	NONE	1 - 2 HOURS	RRPTP Social Worker/ SWAD Social Worker
2. Submits	2.1 Receives and	NONE	15-30 minutes	RRPTP Social

Documentary Requirements	reviews the submitted documents 2.2 If complete, immediately inform the applicants/ requesters of the results of this preliminary assessment through an acknowledgment receipt 2.3 If incomplete, provide guidance on how to comply the requirements.			Worker
3. Give time for the RRPTP Social Worker to Process the documents submitted	3.1 Prepares the vouchers and supporting documents for processing 3.2 Notify the client on the Status of assistance	NONE	14 to 20 days	RRPTP Social Worker RRPTP Social Worker
4. Claim the assistance and sign necessary documents	4.1 Ensure that client has signed all necessary documents before claiming 4.2 Release the assistance through Check to client. 4.3 Administer client satisfaction survey form	NONE	30 minutes to 1 hour	RRPTP Social Worker Cash Section RRPTP Social Worker

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the Client Satisfaction Survey Form and submit to

	RRPTP Social Worker. Clients may also send an email to rrptp.fo7@dswd.gov.ph or send a text message at mobile number 0917-703-0967.
How feedbacks are processed	At the end of each month, RRPTP Social Worker will consolidate all the feedbacks received. Discuss and consider appropriate actions.
How to file a complaint	Client may write a letter to the Regional Director providing the following detail; <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person or specific mechanism that is being complained
How complaints are processed	<ul style="list-style-type: none"> • Discuss and validate the complaints being raised. • Consider appropriate actions. • Concerned staff prepare feedback reports. • Provide feedback to the complainant.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

15. Request for Livelihood Assistance under SLP

SLP Livelihood assistance is a capability building program for Pantawid members, UCT members, Listahan poor and other poor, vulnerable and marginalized individuals to help improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods. Upholding the value of inclusivity and building upon their strengths and understanding how they can use these to achieve positive livelihood outcomes.

A maximum of Php 15,000.00 is provided as SEED CAPITAL FUND which the participant utilizes as start-up capital to purchase small tools, raw materials and common service facility such as machinery or equipment needed in starting or expanding a microenterprise.

Office or Division:	FIELD OFFICE VII- Sustainable Livelihood Program
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	4. Pantawid members

5. UCT members 6. LISTAHAN poor and 7. other Poor, vulnerable and marginalized individuals				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original and one (1) photocopy valid Identification card		Client		
2. One (1) original and one (1) photocopy 3R whole body picture (not computer generated)		Client		
3. Filled up SLP intake sheet and Data Privacy and Consent form		DSWD Field office 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits and seeks livelihood assistance at the nearest DSWD offices	1.1. Interview the client using the SLP intake sheet and Data Privacy and Consent form.	None	10 minutes	(Grievance and Referral Management Officer)
	1.2. Encode the client's data in the SLP profile form.	None	5 minutes	GRMO (Grievance and Referral Management Officer)
	1.3. Submit client's data for Pantawid Database name matching.	None	5 minutes	GRMO/ Pantawid
	1.4. In case client is not found in Pantawid Database, client's data will be forwarded to Listahanan for name matching.	None	5 minutes	GRMO (Grievance and Referral Management Officer) / Listahanan

	1.5. Endorse to the Provincial Coordinator for client validation.	None	5 minutes	GRMO (Grievance and Referral Management Officer)
2.	2.1 Conduct home visit to the client for participant eligibility assessment.	None	1-3 days	IPDO (Implementing Project Development Officer)
	2.2 (If Non-Listahanan) Administration of Household Assessment Form (HAF) or SLP means test.	None	1-3 days	Listahanan-HAF(Household Assessment Form; IPDO(Implementing Project Development Officer)-SLP Means Test
	2.3 Administer the Livelihood Assessment Form (LAF) .	None	1-2 days	IPDO (Implementing Project Development Officer)
	2.4 Prepare and submit Feedback Report to RPMO through the Provincial Coordinator.	None	1-3 days	IPDO (Implementing Project Development Officer)
	2.5 If the client is eligible proceed to step 8 2.6 If the client is not eligible for SLP, inform the client of the result and refer the client to other DSWD services suitable to his/her needs or refer the client to other partner	None	1 – 2 days	IPDO (Implementing Project Development Officer)

	agencies, GOs, NGOs and other institutions			
3.	3.1 Conduct of the SLP Capability-Building activities. <u>For MD Track:</u> Micro-enterprise Development Training (MEDT) <u>For EF Track:</u> Basic Employment Skills Training (BEST)	None	0.5 -1 day	IPDO (Implementing Project Development Officer)
	3.2 Identification of SLP Project	None	0.5 -1 day	IPDO (Implementing Project Development Officer) & CLIENT
	3.3 Preparation of SLP project proposal	None	1-3 days	IPDO (Implementing Project Development Officer) & CLIENT
4.	4.1 Preparation of SLP project proposal Review, Approval, and Processing of SLP Proposed project	None	2-3 days	SLP RPMO (Regional Project Management Office) / RRC (Regional Review Committee) / RD (Regional Director) / ABC (Accounting, Budget, Cash)
	4.2 Releasing of SLP grant	None	1 – 3 days	SLP MEF (Monitoring & Evaluation Officer – Finance) / CASH UNIT
	Individual/Walk-in referrals	From Receipt to	7 – 15 working days	IPDO (Implementing Project Development Officer)

		Releasing		/PC(Provincial Coordinator) /RPC(Regional Program Coordinator) /RD Regional Director)and (ABC) Accounting, Budget, Cash
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	<p>Answer the “ PORMA ALANG SA MGA REKLAMO /PAGDAYEG/ SUGYOT” form and drop it in the box located at the Public Assistance and Complaint Desk (PACD) near the office entrance.</p> <p>Send feedback through official email addressed to REBECCA P. GEAMALA, the Regional Director rpgeamala@dwsd.gov.ph thru RIZALINA L. PATINDOL, SLP Regional Project Coordinator at livelihood.fo7@gmail.com</p>			
How feedbacks are processed	<p>The GRMO verifies the nature of requests/feedbacks within one working day. The same will be referred to the Provincial Office concerned where the client is located. Upon receiving the reply from the concerned Provincial Office, the client will be informed through the contact information provided.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. 032-4129908 loc 125 Email add livelihood.fo7@gmail.com</p>			
How to file a complaint	<p>To file a complaint, via email, written communication or SMS with the following details:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints You can file a complaint through;</p> <p>DSWD Field office 7 Sustainable Livelihood Program Corner MJ Cuenco and Gen Maxilom Streets, Cebu City 412-9908 loc 125</p>			

	<p>SLP Cebu Provincial office Corner MJ Cuenco and Gen Maxilom Streets, Cebu City livelihood07.ceb@gmail.com tel no. 412-9908 loc 17147 cel no. 0939-5181426</p> <p>SLP Bohol Provincial office Circumferential Rd. , Brgy. Pob. 3 Tagbilaran, Bohol livelihood07.bohol@gmail.com cel no. 09217085185</p> <p>Negros Oriental Provincial Office DAR Building , Brgy. Pob. 1- Tinago, Dumaguete City livelihood07.negros@gmail.com cel no 09369224416</p> <p>Siquijor Provincial Office Poblacion, Siquijor, livelihood07.siquijor@gmail.com cel no 09185464480</p> <ul style="list-style-type: none"> ○ Sending written letters/ communication ○ Send through Email, social media, phone calls and SMS
How complaints are processed	<p>All complaints received will be processed by the Grievance and Referral Management Officer.</p> <p>The GRMO browses, evaluates, and determines the complaints received on a daily basis. The GRMO shall coordinate with the concerned Provincial Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the Provincial Coordinator shall prepare a feedback report to RPC, for appropriate action.</p> <p>The GRMO shall give the feedback to the clients via mail or email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Contact no. 032-4129908 loc 125</p>

	Email add livelihood.fo7@gmail.com
Contact Information of CCB, PCC, ARTA	<p>RIZALINA L. PATINDOL SLP Regional Project Coordinator Email add livelihood.fo7@gmail.com rlpatindol@dswd.gov.ph Cel no. 09205394948</p> <p>Or</p> <p>JENNIFER B. QUIMNO SLP Regional Grievance and Referral Mgt Officer Email add jenoquim.dswdfo7@gmail.com Cel no. 09397668148</p> <p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>

16. Facilitation of Media Interview

Processing of requests for broadcast and print interviews from the media outlets in Central Visayas.

Office or Division:	Social Marketing Section (SMS)				
Classification:	Simple				
Type of Transaction:	Government to Business (Media)				
Who may avail:	Broadcast and Print Media				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request for Media Interview on regular topic (except for hot issues)			Requesting Media Institution/Media Practitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The client submits request for media interview through email, text message, or through telephone call	1.1 Endorses request to Regional Information Officer (RIO)	None	3 minutes	Regional Director	
	1.2 Assigns request to SMS staff	None	5 minutes	Regional Information Officer	
	1.3 Sends required Media Enquiry Form to requesting media institution/media person	None	10 minutes	SMS staff	
	1.4 Prepares briefers, conducts research based on guide questions, in coordination with the program focal person of concerned Division/Section/Unit and with previously approved briefers as	None	4 hours	SMS staff	

	reference			
	1.5 Reviews the draft briefer submitted by SMS staff; returns the draft to SMS staff with suggested inputs	None	2 hours	Regional Information Officer
	1.6 Inputs comments; returns revised draft briefer to RIO	None	2 hours	SMS staff
	1.7 If there is no further comment, endorses the draft briefer to the concerned Division Chief for review	None	3 minutes	Regional Information Officer
	1.8 If there are comments, returns the draft document to the RIO for revision	None	3 minutes	Concerned Division Chief
	1.9 Inputs the comments from the concerned Division Chief	None	3 hours	Regional Information Officer
	1.10 Returns the draft to the Concerned Division Chief	None	3 minutes	Regional Information Officer
	1.11 If there are no further comments, endorses the draft briefer to the Office of the Regional Director	None	3 minutes	Regional Information Officer

	(ORD)			
	1.12 Returns the draft briefer to SMS with recommended revisions	None	1 day	Office of the Regional Director
	1.13 Submits revised briefer to ORD for the approval of the Regional Director	None	1 hour	Regional Information Officer
	1.14 If no further comments, the Head of Office approves the briefer	None	1 hour	Regional Director
	The SMS coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Regional Director	None	20 minutes	Regional Information Officer
2. The client interviews the spokesperson/ designated talking head	Grants interviews	None	2 hours	Spokesperson/ designated talking head
3. Fills out and signs Media Interview Feedback Form		None	1 day	Interviewer
TOTAL			2 Days, 11 hours and 16 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The client sends the accomplished feedback form to SMS official email address – sms.fo7@dswd.gov.ph
How feedbacks are processed	The Administrative Assistant consolidates and process the Media Interview Feedback Forms and gives consolidate report to the RIO. RIO provides copy of the report to the Regional Director.
How to file a complaint	<p>The clients send complaints against the SMS to the Regional Director and provides the following details:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Complaint Narrative • Evidences • Name of the person being complained • Contact Number <p>Send all complaints to:</p> <p>The Regional Director DSWD Field Office VII MJ Cuenco corner Gen. Maxilom Ave. Carretta, Cebu City</p> <p>Or send it through email at ord.fo7@dswd.gov.ph</p>
How complaints are processed	<p>The Grievance Committee of the Field Office processes the complaints received against the SMS.</p> <p>The Committee evaluates and determines the complaints received on a weekly basis. The Committee coordinates with the SMS to answer the complaint and investigates, if necessary. After the concern is addressed or after the conduct of the investigation, the Committee prepares an incident report for appropriate action of the Regional Director.</p> <p>The Committee gives feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>Telephone No: (032) 233-0261 Email: Fo7@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	

17. ACCREDITATION OF SOCIAL WORKERS MANAGING COURT CASES (SWMCCs)

Accreditation is the process of assessing the compliance of the Social Workers who are managing court cases with the delivery of quality service.

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS¹		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulation Commission	

c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) managed cases (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	

a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours		DSWD or recognized training institutions		
b. Summary documentation (Annex B) of managed cases for the last six months		Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template		
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases		Applicant/Client		
d. The following documents on handled cases must be made available during the on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes; and• Other relevant documentations pertaining to the cases		Applicant/Client		
2. For Supervisor				
a. First three (3) requirements stated under renewal for social worker		(As stated above)		
b. Technical supervisory notes of two (2) supervisees as proof of the provision of technical assistance		Applicant/Client		
c. The following documents on handled cases must be made available during the on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes/marginal notes;• Case summaries;• Case conference proceedings/notes		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
1. The Applicant files the application (Annex A) at the concerned DSWD Field Offices (FO) –	1.1. The Field Office- Standards Section reviews the submitted documents as to completeness and accuracy with the	None	*10 minutes	Receiving Officer DSWD Field Office – Standards Section

Standards Section together with the requirements stated above.	original copies of the documents. If found to be complete, the Receiving Officer forwards the documents to the Technical Staff.			
	1.2. The technical staff conducts pre-assessment by verifying the documents submitted by the Applicant with the original copies of the documents.	None	2 days	Any of the assigned technical staff from the DSWD FO- Standards Section
	1.3. If requirements are complete, the Field Office-Standards Section endorses one copy of the application requirements to DSWD- Standards Bureau, and file the other copy in the Field Office.	None	2 days	Standards Section Head, DSWD Field Office – Standards Section
	1.4. The Standards Bureau- The Receiving Officer receives the endorsed application and endorses it to the Standards Compliance Monitoring Division.	None	*10 minutes	Receiving Officer DSWD – Standards Bureau
	1.5. The Standards Compliance Monitoring Division reviews the application and documents submitted by the Applicant through	None	2 days	Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD–

	Field Office.			Standards Bureau
	1.6.If the submitted documents found to be complete, the technical staff coordinates with the Applicant through the Field Office on the schedule of the on-site assessment	None	1 day	Assigned technical staff from DSWD-Standards Bureau
2. The applicant coordinates with the Standards Bureau through the Field Office on the schedule of the on-site assessment.	2.1.The technical staff conducts on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD-Standards Bureau
	2.2.The technical staff sends Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment. <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>	None	3 days after conduct of on-site assessment	Assigned technical staff DSWD-Standards Bureau Bureau Director DSWD-Standards Bureau
Issuance of Accreditation Certificate. The Department Secretary or his/her duly authorized representative shall issue this certificate if the applicant has qualified the accreditation standards.				
	2.3.The Standards Bureau approves and endorses the	None	1 day	Bureau Director DSWD-Standards Bureau

	Accreditation Certificate to the Cluster Head.			
	2.4. The Cluster Head to approves and endorses the Accreditation Certificate to the Secretary.	None	3 days	Undersecretary/ Cluster Head DSWD-Standards and Capacity Building Group
	2.5. The Secretary or his/her duly authorized representative approves and issues the Accreditation Certificate for the qualified Social Worker	None	3 days	DSWD Secretary or his/her duly authorized representative
	2.6. The Standards Bureau endorses the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	Bureau Director DSWD-Standards Bureau
3. The qualified applicant receives/ picks-up the Accreditation Certificate from the Field Office, where the application was filed.	3.1 Notify the Applicant Organization on the availability of the Certificate 3.2 Issues the Certificate of Accreditation	None	*10 minutes	Support staff from the DSWD FO-Standards Section
Total Processing Time:			20 working days	

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

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

18. ACCREDITATION OF CSOs TO IMPLEMENT DSWD PROJECTS AND/OR PROGRAMS USING DSWD FUNDS

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant

3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc
4. Location sketches (spot/satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
6. Declaration of Commitment pursuant to AO no. 11 series of 2019	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf
1. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx
2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
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<i>STEP 1:</i> The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Support Staff (Standards Bureau-Central Office)
<i>STEP 2:</i> The applicant CSO awaits for notification relative to the application	<p>2.1 If found complete, SB will request the Field Office to conduct a validation visit.</p> <p>2.2. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)</p> <p>If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>	None	2 working days	<p>Standards Bureau assigned personnel (SCMD) through Standards Section (FO)</p> <p>Information and Communication Technology Management Services (ICTMS)</p>
<i>STEP 3:</i> Actual validation visit	Conducts validation visit to the applicant CSO's	None	1 working day (per agreed	Standards Section (FO) per area of

	address or location (If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a validation visit, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)		<u>schedule)</u>	jurisdiction. Standards Bureau for those operating in more than one region
<i>STEP 4:</i> Awaits approval or denial of the application for accreditation	<p>4.1. Prepares and submit the validation report to SB</p> <p>4.2. Conducts assessment and examination of application</p> <p>4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional set of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)</p> <p>4.4. Confirmation letter on the result of the evaluation</p> <p>4.5. Approval of the Certificate of Accreditation</p>	None	<p>**4 working days</p> <p>4 working days</p> <p>4 working days</p> <p>2 working days</p> <p>3 working days</p>	<p>Standards Section (FO), Division Chief and Regional Director</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD), SB Director</p> <p>Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary</p>

STEP 5: Receives the Certificate of Accreditation or the Denial Letter	5.1 Notify the Applicant Organization on the availability of the Certificate	None	5 working days	Support Staff (Standards Bureau - SB)
	5.2 Issues the Certificate of Accreditation or the Denial Letter			
TOTAL Complete and Compliant:		None	20 working days	
Incomplete and Non-Compliant:		None	3 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.***

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints</p>

	with the concerned staff for feedback and appropriate action There will be subsequent monitoring on the actions taken of the complaint for update purposes
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

19. ACCREDITATION of Local Government Unit's SENIOR CITIZENS CENTER

Refers to the process of assessing the Senior Citizen Center if they are compliant to set standards.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office Standards Section – DSWD Field Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	ALL Public Senior Citizens Center	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished and Notarized Application Form 		<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 3. <i>DSWD-RLA-F003 Application Form for Accreditation</i>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 		<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
<ul style="list-style-type: none"> One (1) Copy of the following Documents Establishing Track Record and Good Standing 		
1. Duly signed Work and		<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 9.

<p>Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year</p> <p>2. Annual Accomplishment Report of the previous year</p> <p>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</p> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	<p><i>DSWD-RLA-F009 Work and Financial Plan</i></p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i> • https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i>
<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i> <p>For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit 	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Provides client application form, and checklist of requirements	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<i>STEP 2:</i> Submit/ file application and supporting documents at Standards Bureau	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and reference.	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<i>STEP 3:</i> For Public SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<i>Step 4:</i> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
<i>STEP 5:</i> Wait for the result of the documents review and notice of accreditation assessment visit	1.1 Review the submitted documents as to completeness and compliance. 1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
<i>STEP 6:</i> Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 7:</i> 1.1 Prepare and make available if	Conduct of Accreditation Assessment which includes the conduct of	None	1 working day	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
necessary the Client and Staff. 1.2 Assist the Assessor during the conduct of Accreditation Assessment visit.	Document Review, Focused Group Discussion, Interview, Collateral among others.			
<i>Step 8:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 9:</i>	1.1 Prepare Confirmation Report and Certificate of Accreditation 1.1.1 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation. 1.1.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<i>STEP 10:</i>	<p>1.2 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.2.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.2.2 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>1.2.2.1 Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
<i>STEP 11:</i>	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.1 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB/</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	email and via courier.			
STEP 12:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Pambansa Complex, Constitution Hills, Quezon City				
STEP 2: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgement receipt of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 3:	1.1 Review the submitted documents as to completeness and compliance. 1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Assessment. 1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.			
<i>STEP 4:</i> Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 5:</i> Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 working day	Technical Staff (Standards Bureau - SB)
<i>Step 7:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 6:</i>	1.1 Prepare Confirmation Report and Certificate of Accreditation 1.1.1 If favorable, the Technical Staff shall draft	None	3 working days	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>Confirmation Report together with Certificate of Accreditation.</p> <p>1.1.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.</p>			
STEP 7:	<p>1.1 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.1.2 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
STEP 8:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1.1.1 If favorable, for approval and signature of the Certificate of Accreditation. 1.1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.			Bureau - SB/
STEP 9:	Releasing of Confirmation Report and Certificate of Accreditation. If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	14 working days	
For Incomplete Submission:		None	3 working days	

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

FEEDBACK AND COMPLAINT MECHANISM

How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

20. Accreditation of Pre-Marriage Counselors

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section – DSWD Field Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished Application Form 		<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 		<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
<ul style="list-style-type: none"> <i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i> <ol style="list-style-type: none"> Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC I. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of 		

<p>participation/attendance from the training provider will be accepted;</p> <ol style="list-style-type: none"> 3. 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: <ol style="list-style-type: none"> a. Certification from immediate Supervisor; or b. An approved resolution. 4. 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; and 5. Other documents to be made available during the assessment visit. <ol style="list-style-type: none"> a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. 	
<p>FOR RENEWAL</p> <ol style="list-style-type: none"> 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. 2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC 	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga,

<p>sessions conducted preceding the application using the template provided by DSWD (<u>Annex D</u>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p> <p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<p>MIMAROPA & NCR)</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i> •
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
C. Assessment Procedures for Walk-in Applicants				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<i>STEP 1:</i> Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
<i>STEP 2:</i> Submit/file application and supporting documents at Field Office – Standards Section	Receive the documentary requirements and shall provide the applicant with an application reference number for easy tracking and reference.	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
<i>STEP 3:</i> Awaits for acknowledgement or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return</p>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)

[illegible]

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents			Regional Director
<i>STEP 7:</i> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL For Complete and Compliant:		None	10 working days	
For Complete Requirements with Areas for Compliance:		None	25 minutes	
D. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Field Office - Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Courier to: Standards Section DSWD Field Office residing the applicant for PMC accreditation				
STEP 2: Awaits for acknowledgement or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 3: Prepare for the Actual	Conducts validation assessment to include	None	2 working days	Technical Staff or Officer of the day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSIBLE
Assessment	the following: a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference			(Field Office - Standards Section)
<i>STEP 4:</i> Awaits the approval of the application/ confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report, with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents	None	7 working days	Technical Staff/ Section Head/ Division Chief/ Support Staff Regional Director
<i>STEP 5:</i> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
<i>Step 6:</i> Accomplish	Provide the applicant	None	*5 minutes	Support Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
and drop the Customer's Feedback Form on the dropbox.	Organization the Customer's Feedback Form			(Field Office - Standards Section)
TOTAL For Complete and Compliant:		None	10 working days	
For Incomplete Submission:		None	3 working days	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant</p>

	shall inform the section head about it The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action There will be subsequent monitoring on the actions taken of the complaint for update purposes
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

21. ACCREDITATION of Private Social Welfare and Development PROGRAMS AND SERVICES

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private Licensed SWA with Social Welfare and Development Programs and Services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ <i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i>
B. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, conducted by concerned Field Office covering the Area of Operation For Renewal, assessment tool signed by the SWAs Head of 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs <i>For Residential</i> <u>Amended Administrative Order No. 11, s.2007</u> <u>Entitled Revised Standards on Residential Care Service</u>

<p>Agency</p>	<ul style="list-style-type: none"> • <i>For Community Based</i> <u>Revisions on Administrative Order No. 1 s.2010</u> <u>(Amended Standards for Community Based Services)</u>
<p><i>C. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application</p> <p>b. 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.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i>
<p><i>D. One (1) Copy of the following Documents Establishing Track Record and Good Standing</i></p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>

<p>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years.</p> <p>3. Annual Accomplishment Report previous year</p> <p>4. Audited Financial Report of the previous year</p> <p>5. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • <u>Board Resolution by the Organization</u> • https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i> • https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i> • https://www.dswd.gov.ph/downloads-2/ Annex 20. <i>DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</i>
<p>E. <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A <i>Declaration of Commitment</i>
<p>F. <i>One (1) Copy of the following Basic Documents</i></p> <p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>2. Profile of Board Trustees</p> <p>3. Profile of Employees and Volunteers: At least one (1) full</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i> • https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i> • https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i>

<p>time staff who will manage its operations</p> <p>4. Certified True Copy of General Information Sheet issued by SEC</p> <p><i>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</i></p> <p>5. For those operating in more than one region</p> <p><input type="checkbox"/> List of main and satellite/branch offices with contact details, if any.</p> <p>6. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>G. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies</p> <p>g. For Center Based (Residential and Non-Residential Based)</p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer Office of the Bureau of Fire Protection in
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<p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p>	<p>the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <ul style="list-style-type: none"> • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <p>Government Agency where the Organization implemented or implements projects and programs.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Provides client application form, and checklist of requirements	None	30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<i>STEP 2:</i> Submit/	Receive the	None	30 minutes	Support Staff in

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
file application and supporting documents (<i>this shall be only at the Standards Bureau</i>).	documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.			charge of all incoming documents (Standards Bureau - SB)
STEP 3: For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the applicant organization shall sign the acknowledgement receipt of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 4: 1.1 If Complete, Settle the required processing fee. 1.2 Presents the Billing Statement at the Cashier and settles the required fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2 nd Floor, Matapat Building) for applicants at DSWD Central Office. Process payment and issues Official Receipt.	None ₱1,000.00	*20 minutes *15 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Bureau - SB) Cashier (Finance Management Service-Cashier Division)
STEP 5: Provide the DSWD	Acknowledge the photocopy of the	None	*15 Minutes	Support Staff (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Standards Bureau the photocopy of the Official Receipt (OR).	Official Receipt from the applicant SWDA.			Bureau - SB)
Step 6: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 7: Awaits the result of the documents review and notice of accreditation assessment visit.	1. Review the submitted documents as to completeness and compliance. 1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Assessment Visit. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 8: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	Minimum of 2 working days depending on the Programs and Services for	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
			Accreditation	
<i>Step 9:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 10:</i> Wait for the result of Assessment visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of Accreditation. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)
	If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 9 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	If favorable, for approval and signature of the Certificate of Accreditation. If unfavorable, the Support Staff shall send the Confirmation Report		Favorable; 3 working days Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	to the SWDA through email and via courier.			
STEP 11: Acknowledge receipt of the Certificate of Accreditation	If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days depending on the number of programs and services for accreditation	
For Complete Requirements with Areas for Compliance:		₱1,000.00	13 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex,	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Constitution Hills, Quezon City				
<p>STEP 2: For applicant SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all submitted documents accompanied by a checklist of requirements for applicant SWDA's compliance.</p>	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
<p>STEP 3: Settle the required processing fee.</p> <p>1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>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 Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall</p>	₱1,000.00	*15 minutes	Technical Staff and Support Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p>according to Organization's preference.</p> <p>1.2 Presents the Billing Statement at the Cashier and settles the required fee.</p>	<p>prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place once the applicant organization settle its payment.</i></p>			
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Finance Management Service-Cashier Division)
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <p>1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: <i>Name of the Organization – Copy of</i></p>	<p>Acknowledge the copy of Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged the receipt of the Official Receipt provide the copy to the Assigned Technical Staff.</p>	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p><i>OR for Registration.</i></p> <p>2. Hand-carry the Photocopy of Official Receipt to Standards Bureau.</p> <p>3. Courier the Photocopy of Official Receipt to Standards Bureau.</p> <p>Note: <i>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</i></p>				
<p>Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	<p>None</p>	<p>*5 minutes</p>	<p>Support Staff (Standards Bureau - SB)</p>
<p><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which</i></p>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<i>includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 6: Awaits the result of the documents review and notice of accreditation assessment visit.	1.1 Review the submitted documents as to completeness and compliance. 1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Assessment Visit. 1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working day	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 7: Confirm the Availability on the proposed Accreditation Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Accreditation Assessment Visit.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff (Standards Bureau - SB)
Step 8: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9: Waiting for the result of Assessment	1.1 Prepare Confirmation Report	None	3 working days	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
visit.	1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of Accreditation.			
	1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.			
	<p>If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
	<p>If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB)</p>
STEP 10: Acknowledge receipt of the Certificate of Accreditation	If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	application form. (direct pick-up or courier)			
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Complete Requirements with Areas for Compliance:		₱1,000.00	13 working days	
For Incomplete Submission:		None	3 working days	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p>

	There will be subsequent monitoring on the actions taken of the complaint for update purposes
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

22. Accreditation of Public Social Work Agencies with Center-based Programs and Services

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office Standards Section – DSWD Field Office
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	ALL Public SWAs with Center-Based Programs and Services (Residential and Non-Residential)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished and Notarized Application Form 	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 3. <i>DSWD-RLA-F003 Application Form for Accreditation</i>
<ul style="list-style-type: none"> Pre-accreditation assessment For New Applicant, shall be conducted by concerned Field Office covering the Area of Operation For Renewal, assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs <i>For Residential</i> <u>Amended Administrative Order No. 11, s.2007</u> <u>Entitled Revised Standards on Residential Care Service</u> <i>For Community Based</i> <u>Revisions on Administrative Order No. 1 s.2010</u> <u>(Amended Standards for Community Based Services)</u>

<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i> <ol style="list-style-type: none"> 1. ABSNET Membership Certification from the Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i>
<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Track Record and Good Standing</i> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Annual Accomplishment Report of the previous year 3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant. In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i> • https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i> • https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i> • https://www.dswd.gov.ph/downloads-2/ Annex 20. <i>DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</i>

<p>4. Profile of Clients served for the preceding and current year</p>	
<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i> <ul style="list-style-type: none"> <input type="checkbox"/> Certification from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) • <i>One (1) Copy of the following Basic Documents</i> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees or its equivalent 3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services. <p>(Note: <i>The first 3 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau</i>)</p> 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees

<p>4. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	
<p>• <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p>B. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>C. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures	Provides client	None	*30 minutes	Support Staff in

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
application form thru the DSWD Website/ Standards Bureau/Field Office	application form, and checklist of requirements			charge of all incoming documents (Standards Bureau - SB)
STEP 2: Submit/ file application and supporting documents at Standards Bureau	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and reference.	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 3: For Public SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements. For incomplete requirements, the Public SWDA shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p><i>STEP 5:</i> Wait for the result of the documents review and notice of accreditation assessment visit</p>	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
<p><i>STEP 6:</i> Confirm the Availability on the proposed Assessment Visit</p>	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
<p><i>STEP 7:</i></p> <p>1.3 Prepare and make available if necessary the Client and Staff.</p> <p>1.4 Assist the Assessor during the conduct of Accreditation</p>	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Assessment visit.				
<i>Step 8:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 9:</i>	1.1 Prepare Confirmation Report and Certificate of Accreditation 1.2 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)
<i>STEP 10:</i>	1.3 Review and endorse the Confirmation Report together with Certificate of Accreditation. 1.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation	None	Favorable; 9 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>1.5 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>1.6 Approval of the Confirmation Report.</p>			
STEP 11:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.3 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.4 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau – SB)</p>
STEP 12:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	indicated in the application form. (direct pick-up or courier)			
TOTAL For Complete and Compliant:		None	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
STEP 2: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.	1.1 Determine whether the submitted documents are complete. 1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application	None	*30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	documents into the Document Tracking System (DTS) for Standards Bureau. 1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.			
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 3:	1.1 Review the submitted documents as to completeness and compliance. 1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment. 1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 4: Confirm the Availability on the proposed	For those with requirements that are complete and	None	*30 minutes	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Assessment Visit	compliant, Confirmation of Assessment Visit.			
<i>STEP 5:</i> Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation 1 working day for Senior Citizen Center	Technical Staff (Standards Bureau - SB)
<i>Step 7:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
<i>STEP 6:</i>	1.2 Prepare Confirmation Report and Certificate of Accreditation 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and	None	3 working days	Technical Staff (Standards Bureau - SB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	comply with.			
STEP 7:	<p>1.2 Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.2.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.2.2 If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief/Bureau Director
STEP 8:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1.1.3 If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>1.1.4 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Undersecretary Supervising the Standards Bureau</p> <p>Support Staff (Standards Bureau - SB/</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	courier.			
STEP 9:	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		None	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		None	14 working days	
For Incomplete Submission:		None	3 working days	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>

How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

23. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail of:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City

	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 1</i>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 2</i> <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE

<p>STEP 1: The representative of the SWDA files the application form, together with the supporting documents and other requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.</p>	<p>Receives the application and provides technical assistance, if necessary.</p>	<p>None</p>	<p>*30 minutes</p>	<p>Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day</p>
<p>STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section</p>	<p>Issues an official receipt.</p>	<p>Php1,000.00</p>	<p>*10 minutes</p>	<p>Field Office: Cash Section personnel</p>
<p>STEP 3: Awaits results of the assessment.</p>	<p>Reviews and assesses the submitted requirements.</p> <ul style="list-style-type: none"> • If complete, to determine the necessity of conducting a validation visit. <p>If incomplete, to return all submitted documents to the applicant.</p>	<p>None</p>	<p>3 working days</p>	<p>Field Office: Standards Section technical staff</p>
<p>STEP 4: Validation Visit</p>	<p>Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)</p>	<p>None</p>	<p>2 working days (per agreed schedule)</p>	<p>Field Office: Standards Section Technical Staff</p>
<p>STEP 5: Awaits endorsement by DSWD Central Office.</p>	<p>Secures endorsement of the application by the</p>	<p>None</p>	<p>1 working day</p>	<p>Field Office: Standards Section Technical</p>

	DSWD Regional Director			Staff
	Endorses the application to the Standards Bureau at the Central Office			DSWD Regional Director
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
	Final review and evaluation	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director
	If approved, to forward the application to the Office of the Undersecretary heading the Standards Bureau.			
	Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement 			
	If disapproved, to send a written			

	communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	2 working day	DSWD Undersecretary heading the Standards Bureau
	Final Approval Affixes signature to the endorsement letter to DOF	None	3 working days	DSWD Secretary
STEP 6: Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete and Non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

FEEDBACK AND COMPLAINT MECHANISM

How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the
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	suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	<p>For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director</p>
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

24. Issuance of Certificate of Authority to Conduct NATIONAL Fund Raising Campaign to Individual, Corporation, Organization or Association

This issuance is an authority from the DSWD Central Office granted to qualified persons (natural or legal fiction) who have submitted the applicable documentary requirements to conduct solicitation activities for public welfare and charitable purposes within the designated time frame and when it is beyond the territorial jurisdiction of the Field Office.

The applicant individual, corporation, organization, or association, shall follow the process of issuance of the certificate of authority to conduct a regional fund-raising campaign.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Classification:	Highly Technical	
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/DSWD-SB-PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies</i>		<ul style="list-style-type: none"> • Securities and Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Securities and Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Updated Certificate of Good Standing, or Updated Certificate of		<ul style="list-style-type: none"> • Securities and Exchange Commission (SEC) Company Registration and

Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. <i>*Not applicable to Government Agencies</i>	Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 <ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
5. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> from intended beneficiary/recipients or its head/authorized representative
7. 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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others	<ul style="list-style-type: none"> from the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. Fund Utilization Report (DSWD-SB-PSF-007) of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for <u>renewal</u> of permit/authority	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PS-F-007: Fund Utilization Report

<p>9. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>9.1 Ticket, Ballots, Cards and similar forms</p> <p>9.2 Donation Boxes, Coin Banks and other similar forms</p> <p>9.3 Benefit shows such as fashion show, concert, and similar activities</p> <p>9.4 Photo or Painting Exhibits and similar activities</p> <p>9.5 Written requests such as letters of appeal, greeting cards, solicitation envelopes and similar forms</p> <p>9.6 Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>9.7 Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>9.8 Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>9.9 Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf <p>For the additional specific requirements for each methodology to be used</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website or from the DSWD Field Office	1.1. Provides the application form and checklist of requirements to the client	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
2. Pays the Processing Fee	2.1. Receives payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submits/files application documents	If Complete and Compliant: 3.1 Receives the documentary requirements, including	None	*15 minutes	Focal Person - Standards Section - DSWD Field Office

	<p>a copy of the Official Receipt (OR) for the payment of the processing fee; If found incomplete or non-compliant,</p> <p>3.2.1 Returns application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.2.2 Provides necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
4. Waits for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>4.1 Endorses complete application documents including copy of official receipt as proof of payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>4.2 Reviews and validates application documents if compliant with the requirements, prepares Permit/Certificate of Authority to Conduct</p>	<p>None</p> <p>None</p>	<p>3 days</p> <p>4 days</p>	<p>Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office</p> <p>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p>

	<p>National Fund Raising Campaign and endorses the same to the concerned Undersecretary for the recommending approval</p> <p>4.3 Endorses application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary for approval and signature of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>4.4 Approves and signs the Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative</p> <p>4.5 Transmits the approved/signed permit to the DSWD Field Office for issuance of the applicant</p> <p>If not compliant to requirements:</p> <p>4.6.1. Returns application documents to the applicant with a</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 days</p> <p>3 days</p> <p>**1 day</p> <p>3 days</p>	<p>Undersecretary Concerned – DSWD Central Office</p> <p>DSWD Secretary or Authorized Representative</p> <p>Support Staff - Standards Bureau DSWD Central Office</p> <p>Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office</p>
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	letter citing reasons for disapproval 4.6.2.Provides necessary technical assistance to the applicant to qualify for the issuance of permit or for the submission of lacking requirements			Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
5. Claims the Permit	5.1 Notifies the Applicant Organization on the availability of the Certificate 5.2 Issues the Certificate of Accreditation or the Denial Letter 5.3 Provides orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	Focal Person - Standards Section - DSWD Field Office
Complete and Compliant:		TOTAL and ₱1,000.00	20 working days	
Complete and Non-Compliant Submission:		₱1,000.00		

Incomplete Submission:	None	30 minutes	

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

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

25. Issuance of Certificate of Authority to Conduct REGIONAL Fund Raising Campaign to Individual, Corporation, Organization or Association

This issuance is an authority from the DSWD Regional Offices granted to qualified persons (natural or legal fiction) who have submitted the applicable documentary requirements to conduct solicitation activities for public welfare and charitable purposes within the territorial jurisdiction of the Field Office and within the designated time frame.

The applicant individual, corporation, organization, or association, shall follow the process of issuance of the certificate of authority to conduct a regional fund-raising campaign.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	
Classification:	Complex	
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/DSWD-SB-PS-F-001: Application Form

<p>2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies.</i></p>	<ul style="list-style-type: none"> Securities and Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. <i>*Not applicable to Government Agencies.</i></p>	<ul style="list-style-type: none"> Securities and Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>4. One (1) Original Copy of Project Proposal approved by the Head of the Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
<p>5. One (1) Original Copy of the Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i></p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<ul style="list-style-type: none"> with intended beneficiary/recipient
<p>7. One (1) Original Copy of 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:</p>	<ul style="list-style-type: none"> with the agency that allows applicant to undertake solicitation activities in their jurisdiction

7.1 Director of Private Schools				
7.2 Schools Superintendent of Public School				
7.3 Head or authorized representative of National Government Agencies (NGAs)				
7.4 Head or authorized representative of Local Government Unit (LGU)				
7.5 Bishop/Parish Priest/Minister or Head of Sect or Denomination				
7.6 Others				
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ DSWD-SB- PS-F-007: Fund Utilization Report			
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication				
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none">• DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)			
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul style="list-style-type: none">• Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence			
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none">• Hospital's Records Section or Attending Physician or Treatment Protocol			
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	<ul style="list-style-type: none">• Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				

1. Secures application form thru the DSWD Website or from the DSWD Field Office	1.1. Provides the application form and checklist of requirements to the client	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
2. Pays the Processing Fee	2.1. Receives payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submits/files application documents	3.1. If Complete and Compliant: 3.1.1. Receives the documentary requirements, including a copy of the Official Receipt (OR) for the payment of the processing fee 3.1.2. If found incomplete or non-compliant: 3.1.2.1. Returns application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements. 3.2 Provides necessary technical assistance to the applicant to qualify for the issuance of permit.	None	*15 minutes	Focal Person - Standards Section - DSWD Field Office
4. Waits for the result of the assessment	4.1 Reviews and evaluates the application documents of its completeness and compliance with the requirements; 4.2. Conducts agency visit, if necessary.	None	3 days	Focal Person - Standards Section - DSWD Field Office
	4.3.1. If applicant is compliant with the	None	3 days	Focal Person - Standards

	<p>requirements: Forwards application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>4.3.2. If found incomplete or non-compliant: Returns application documents to the person/ individual, corporation, organization, or association with an acknowledgment letter citing reasons for disapproval;</p> <p>4.3.3. Provides necessary technical assistance to the applicant to qualify for the issuance of permit as</p>			<p>Section/Section Head/Division Chief/Regional Director - DSWD Field Office</p>
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	<i>needed.</i>			
5. Claims the Permit	5.1 Notifies the Applicant Organization on the availability of the Certificate 5.2 Issues the Certificate of Accreditation or the Denial Letter 5.3 Provides orientation conforming to the standard operating procedures in the inventory, monitoring, and utilization of solicited funds	None	1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working days	
For Incomplete Submission:		None	30 minutes	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	The section head, assisted and witnessed by the administrative staff, opens the suggestion box The comments or complaints shall be noted in two separate copies (hard copy and soft copy) The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action There will be subsequent monitoring on the actions taken of the complaint for update purposes

How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

26. Licensing of Private Social Welfare and Development Agencies (SWDAs) 1) Auxiliary SWDA 2) Social Work Agency

Refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a SWA or as an Auxiliary SWDA.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office <i>(If Operating in more than one (1) region)</i> DSWD Field Office – Standards Section <i>(Covering the area of operation if operating only in one (1) region)</i>
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Already Operational in more than one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB)

	IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) Copy of the Following Basic Documents <ol style="list-style-type: none"> Manual of Operation containing the SWDAs program and administrative policies, 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation
procedures and strategies to attain its purpose/s among others <ol style="list-style-type: none"> Profile of Board Trustees Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations Certified True Copy of General Information Sheet issued by SEC Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active

<p>e. 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. <i>(Not applicable for first time applicants)</i></p> <p>f. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>g. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>h. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>i. Annual Accomplishment Report previous year</p> <p>j. Audited Financial Report of the previous year</p> <p>k. Profile of Clients served for the preceding and current year</p>	<p><i>Membership</i></p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
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3. ADDITIONAL REQUIREMENTS

a. *Basic Documents*

1. For those operating in more than one region

a. List of main and satellite/branch offices with contact details, if any.

b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others

b. *For Applicant SWA's implementing Child Placement Services*

☐ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.

c. *Documents Establishing Corporate Existence and Regulatory Compliance*

1. For those operating in more than one region

☐ Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the

- <https://www.dswd.gov.ph/downloads-2/> Annex 7. *DSWD-RLA-F007 List of Main and Satellite Office*

- Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

- <https://www.dswd.gov.ph/downloads-2/> Annex 22. *DSWD-RLA-F022 Profile of Employees*

- <https://www.dswd.gov.ph/downloads-2/> Annex 23. *DSWD-RLA-F023 ABSNET Active Membership*

<p>organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>2. For Center Based (Residential and Non-Residential Based) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
<p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <p>Government Agency where the Organization implemented or implements projects and programs.</p>

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secure application form thru the DSWD Website/Field Office/Standards Bureau	Provides client application form, and checklist of requirements.	None	*30 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>STEP 2:</i> Submit/ file application and supporting documents For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1. Determine whether the submitted documents are complete. 1.1 If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference. 1.1.1 Provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.2 If incomplete, return all documents submitted accompanied by a	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	checklist of requirements for applicant Organization's compliance.			
<i>STEP 3:</i> Settle the required processing fee.	If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee. The Support Staff assigned on the issuance of Billing Statement shall prepare and instructs applicant to proceed to the Financial Management Service (<i>DSWD Cashier, 2nd Floor, Matapat Building</i>).	₱1,000.00	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>STEP 4:</i> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	15 Minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>Step 5:</i> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
<i>STEP 6:</i> Awaits the result of the documents review and notice of validation	1.1 Review the submitted documents as to completeness and compliance, both in form and substance.	None	2 working day	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
assessment.	<p>The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. iv. The SWDA must have a financial capacity to operate 			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
STEP 7: Wait on the result of Assessment with the submitted Documents.	Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 8: Confirm the	For those with	None	30 minutes	Technical Staff (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Availability on the proposed Validation Visit	requirements that are complete and compliant, Confirmation of Validation Visit.			Bureau-Central Office/ Standards Section- Field Office)
<i>STEP 9:</i> Assist the Assessor during the conduct of Validation Assessment.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>Step 10:</i> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>STEP 11:</i> Wait on the result of validation visit.	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office) Section Head/Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	the Confirmation Report.			Chief (Standards Section- Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau (Standards Bureau-Central Office) Regional Director (Standards Section- Field Office) Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 12: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed	Log receipt into the Document Tracking System (DTS) for Standards Bureau.	None	*15 minutes	Support Staff in charge of incoming documents (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
documentary requirements for Licensing of Already Operational through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	This shall be route to the Assigned Technical Staff.			Bureau-Central Office/ Standards Section- Field Office)
<i>STEP 2:</i> Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>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 Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Financial Management Service (DSWD Cashier, 2 nd Floor, Matapat Building). <i>Note: The processes shall only take place once the applicant organization settle its payment.</i>			
STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following: 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: <i>Name of the Organization_ Copy of OR for Registration.</i> 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau.	1.1 Acknowledge the copy of Official Receipt from the SWDA. 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged the receipt of the Official Receipt provide the copy to the Assigned Technical Staff.	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 6: Awaits the result of the documents review and notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office) Section Head/Division Chief/Regional Director (Standards Section- Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 8: Assist the Assessor during the conduct of Validation Assessment.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 10: Wait on the result of validation visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License	None	3 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	to Operate. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 7 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director (Standards Bureau-Central Office) Section Head/Division Chief (Standards Section- Field Office)
	1.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 2 working days Unfavorable; 1 working days	Undersecretary Supervising the Standards Bureau (Standards Bureau-Central Office) Regional Director (Standards Section- Field Office) Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau-Central Office/ Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)			Section- Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	<p>For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant</p>

	shall inform the section head about it The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action There will be subsequent monitoring on the actions taken of the complaint for update purposes
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

27. Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office <i>(If Operating in more than one (1) region)</i> DSWD Field Office – Standards Section <i>(Covering the area of operation if operating only in one (1) region)</i>
Classification:	Complex
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Copy of any of the following: <ul style="list-style-type: none"> Handbook or Manual Operations of its programs policies and procedures to attain its purposes Brochure Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation https://www.dswd.gov.ph/downloads-2/Annex 5. DSWD-RLA-F005 Brochure https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Bureau	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement	None	*10 minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	<p>receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2 nd Floor, Matapat Building) for applicants at DSWD Central Office.	None	*20 minutes	Support Staff in-charge of the issuance of Billing statement (Standards Bureau-Central Office/ Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Cashier (Financial and Management Service-SB/Cashier Section-FO)
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*10 Minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 5: Accomplish	Provide the applicant	None	*5 minutes	Support Staff (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
and drop the Customer's Feedback Form on the dropbox.	Organization the Customer's Feedback Form			Bureau-Central Office/ Standards Section- Field Office)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 6: Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	<p>disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</i></p> <p>1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>			
	Review and approval of the Confirmation Report; endorsement	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	for approval of the Registration Certificate.			(Standards Bureau-Central Office/ Standards Section- Field Office)
	Approval and Signing of Registration Certificate	None	2 working days	Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Support Staff in-charge of incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
Complex, Constitution Hills, Quezon City.				
STEP 2: Wait for the result of assessment.	<p>1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for 	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	<p>direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</i></p> <p>1.2 If found incomplete or non-compliant, draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Bureau Director (CO) and shall be sent to the applicant agency together with all the documents submitted.</p>			
STEP 3: Settle the required processing	1. If found both complete and	₱1,000.00	*10 minutes	Technical Staff and Support Staff (Standards)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<p>fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>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 Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place once the applicant organization settle its payment.</i></p>			Bureau-Central Office/ Standards Section- Field Office)
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the</p>	<p>1. Acknowledge the copy of Official Receipt from the Organization.</p> <p>1.1 For the Copy of</p>	None	*10 Minutes	Support Staff in-charge of incoming documents (Standards Bureau-Central

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
following: 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: <i>Name of the Organization</i> <i>Copy of OR for Registration</i> . 2. Hand-carry the Photocopy of Official Receipt 3. Mail/Courier the Photocopy of Official Receipt	OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged its receipt. 1.2 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.			Office/ Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
<i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i>				
STEP 6: Wait on the result of assessment.	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
	Approval and Signing of Registration Certificate	None	2 working day	Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)
STEP 7: Receive the Certificate and	Send the Confirmation Report and notify the	None	1 working day (depending on	Support Staff in-charge of outgoing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
confirmation letter.	availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)		the choice of the applicant)	documents (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	3 working days	

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

FEEDBACK AND COMPLAINT MECHANISM	
How to Send Feedback	Fills out the Customer's Feedback Form and drops it in the suggestion box
How feedback are processed	<p>The section head, assisted and witnessed by the administrative staff, opens the suggestion box</p> <p>The comments or complaints shall be noted in two separate copies (hard copy and soft copy)</p> <p>The section head will discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
How to file a complaint	For written complaints, one can fill out the complaint form found at the public assistance and complaints desk and put it inside the suggestion box. One can also personally send a letter complaint (hard copy via courier or soft copy via email) addressed to the division chief or the regional director
How complaints are processed	For complaints through the public assistance desk (PACD) and hard copy via courier, these shall be accessed by the section head, assisted, witnessed, and documented (hard

	<p>and soft copy) by the administrative assistant</p> <p>For complaints through email, the administrative assistant shall inform the section head about it</p> <p>The section head shall discuss the comments or complaints with the concerned staff for feedback and appropriate action</p> <p>There will be subsequent monitoring on the actions taken of the complaint for update purposes</p>
Contact information of CCB, PCC, ARTA	Standards.fo7@dswd.gov.ph

28. Issuance of Travel Clearance Certificate for Minors Travelling Abroad

Travel Clearance Certificate is a permit to a minor who is below 18 years old, who wants to travel abroad alone, without any of his/her parents, or guardian.

Office or Division:	Protective Services Division-SWAD
Classification:	Simple
Type of Transaction:	G2c – Government to Citizen
Who may Avail:	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Minors Travelling Alone to a Foreign Country for the First Time	
1. Application Form	DSWD SWAD Office
2. One (1) original and one (1) photocopy of Birth Certificate of Minor	Philippine Statistics Authority (PSA)
3.3 One (1) original and one (1) photocopy of Marriage Contract of minor's parents or Copy of Court Order issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religion leader	Philippine Statistics Authority (PSA) or RTC Court or Shariah Court or Religious Leader
3.4 In case of Illegitimate minor, one (1) original and one (1) photocopy of CENOMAR or Certificate of No Marriage	
4. One (1) original and one (1) photocopy of Notarized Affidavit of Consent of both parents/legal guardian/solo parent	Law Office or Philippine Embassy (if minor's parents/are abroad)
5. Two (2) original colored passport size photos of the minor (Red, white or Blue background)	Photo Studio
6. One (1) original and one (1) photocopy of Affidavit of Support and Certified copy of evidence to show financial capability of sponsor (e.g Certificate of Employment, Latest Income Tax Return or Bank Statement, etc.)	Applicant's Employer/Company Applicant's bank BIR
6.1 One original and one photocopy of Death Certificate	Philippine Statistics Authority (PSA)
7. One (1) original and one (1) photocopy of Unaccompanied Minor Certificate	Airline Company where ticket is obtained
8. One (1) Photocopy of the Minor's	Department of Foreign Affairs (DFA)

Passport (if available)	
9. One (1) original and one (1) photocopy of Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	
10. Payment of P300.00 per minor	
<i>Additional Requirements for Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. One (1) original and one (1) photocopy of Notarized Affidavit of Support and Consent of both parents/legal guardian/solo parent with valid ID permitting the minor to travel to a foreign country (Indicate specific <u>DESTINATION, PURPOSE</u> and <u>NAME OF COMPANIONSHIP</u>)	Law Office or Philippine Embassy (if minor's parents/are abroad)
2. One (1) photocopy of the Passport of Travelling Companion and the minor (if available)	Department of Foreign Affairs (DFA)
<i>Additional Requirements for Minors Under Special Circumstances:</i>	
<i>For Filipino Minors Migrating to Another Country</i>	
Visa Petition Approval	Philippine Embassy
<i>For Minor Studying Abroad</i>	
Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled (1 original copy)	Minor's school
<i>For Minors who will Attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and other Related Activities:</i>	
1. One (1) original and one (1) photocopy of Signed Letter of Invitation with Itinerary of Travel and list of participants and duration of the activity/travel	Sponsoring Organization
2. One (1) original and one (1) photocopy of Affidavit of Undertaking of Companion indicating safety measures	Sports Agency
<i>Minors going abroad for Medical Purposes</i>	
1. One (1) original and one (1) photocopy of Medical abstract of the minor	Attending Physician
2. One (1) original and one (1) photocopy of Recommendation that	Attending Physician

such medical procedure is not available in the country	
3. One (1) original and one (1) photocopy of Sponsorship Letter	Sponsor
<i>Minors going Abroad for Inter-country Adoption</i>	
1. One (1) original and one (1) photocopy of Placement Authority	Inter-country Adoption Board (ICAB) Office
2. One (1) original and one (1) photocopy of Authority to Escort	Inter-country Adoption Board (ICAB) Office
<i>Minor under Foster Care</i>	
1. One (1) original and one (1) photocopy of Notarized Affidavit of Undertaking	Foster Parent
2. One (1) original and one (1) photocopy Notarized Affidavit of Consent	DSWD Regional Director or Authorized Representative
3. One (1) photocopy of Foster Placement Authority	DSWD Field Office VII
4. One (1) photocopy of Foster License of the Foster Parents	DSWD Field Office VII
5. One (1) photocopy of the DSWD Certification for CDCLLAA (Certification Declaring a Child Legally Available for Adoption) Except those under Kinship Care	DSWD Field Office VII
6. One (1) Photocopy of Return Ticket	Airline Company
<i>Minor Under Legal Guardianship</i>	
One (1) original and one (1) photocopy of the Court Order on Legal Guardianship	RTC (Regional Trial Court)
<i>For Minors whose parents are Seafarers</i>	
1. One (1) original and one (1) photocopy of Certification from the Manning Agency attesting to the parent's employment	Shipping Company
2. One (1) Photocopy of Seaman's book	Maritime Industry Authority or MARINA
<i>For Minor's with Alleged Missing Parent/s</i>	
1. One (1) original and one (1) photocopy of Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare Development Office (LSWDO)
2. One (1) original and one (1) photocopy of Blotter Report from the locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address

3. One (1) original and one (1) photocopy of returned registered mail to the last known address of the alleged missing parent/s known address		Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in at the Security Guard's clients/visitor's logbook	Provide Priority Number	None	2 minutes	Guard on duty
2. Submits documentary requirements for screening	2.1 Accept and review the presented requirements. If the documents are complete, assign control number on the application form. If the documents are incomplete, request the client to comply the lacking documents. Provide the client the initial findings.	None	10 minutes	Social Worker
	2.2 Conduct interview and assessment of the application	None	10 minutes	Social Worker
	2.3 Approve/Disapprove the application *Social Worker/s may require additional documents from the applicant as basis of assessment whether the minor's travel will not			

	constitute trafficking, exploitation and abuse 2.4 If favorable, issue travel clearance certificate for a minor 2.5 If not favorable, provide the client with written explanation stating the reasons of the disapproval. 2.6 If Exempted, prepare the Certificate of Exemption for Approval of the Regional Director			
3. Pays the service fee	3.1 Receive the payment and issue Official Receipt 3.2 Prepare the travel clearance certificate.	Php300.00 for 1-year and Php600.00 for 2 years validity	5 minutes	Social Worker
4. Claims the travel clearance certificate for a minor	Release the travel clearance certificate for a minor	None	3 minutes	Social Worker
TOTAL		Php300.00 for 1-year and Php600.00 for 2 years validity	25 minutes	

E. FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p>Client Satisfactory Survey is administered to clients who availed or inquire for the service. This survey measures client's satisfaction in the delivered service.</p> <p>Feedback can also be sent through swadcebu.fo7@dswd.gov.ph</p>
How feedbacks are processed	<p>The Minor Travelling Abroad Focal Person or Officer In-charge verifies the nature of feedback or queries received through Client Satisfactory Survey or official e-mail address within three (3) working days upon receipt. The client will be notified via phone call or e-mail and appropriate action will be done.</p>
How to file a complaint	<p>To file a complaints against Minor Travelling Abroad, provide the following details:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained • Contact Number <p>Send all complaints to:</p> <p>Director Rebecca P. Geamala DSWD Field Office VII MJ Cuenco corner Gen. Maxilom Ave. Carretta, Cebu City</p> <p>Or send it through email at ord.fo7@dswd.gov.ph</p>
How complaints are processed	<p>All complaints received against the Minor Travelling Abroad will be processed by the Grievance Committee of the Field Office. The Committee evaluates and determines the complaints received on a weekly basis. The Committee shall coordinate with the Minor Travelling Abroad Focal Person or Officer In-Charge to answer the complaint. An investigation through the Fact-Finding Team will be held if deemed necessary.</p> <p>An incident report on the result of the investigation and action taken will be prepared by the Grievance Committee and submitted to the Regional Director for appropriate action.</p>

	<p>A response letter or feedback report addressed to the complainant will be prepared by the Committee for the appropriate action taken.</p> <p>All complaints will be respond in accordance to Ease of Doing Business timeline.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p style="padding-left: 40px;">Telephone No: (032) 233-0261</p> <p style="padding-left: 40px;">Email: Fo7@dswd.gov.ph</p>
Contact information of DSWD SWAD CEBU Office	(032) 233-8798 Local 146

DSWD FIELD OFFICE 8

External Services

1. Processing of Freedom of Information Request

The Social Marketing Section – Office of the Regional Director (SMS-ORD) is responsible for the receiving and conduct of initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 09, series of 2016, on FOI.

Office or Division:	Social Marketing Section – Office of the Regional Director	
Classification:	Covered by special law (Executive Order No. 09, s. of 2016)	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Individuals with Filipino Citizenship	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Standard Request		Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf for the FOI Request Form
1.1. Request letter addressed to Field Office Regional Director at DSWD-Field Office VIII, Magsaysay Boulevard, Tacloban City 6500		
1.2. Attach the FOI Request Form		
1.2.1. Must state your complete name, contact information and purpose of your request		
1.2.2. Attach a photocopy of government issued I.D or school I.D (for registered students) with photo		
2. Online Requests or through eFOI portal		Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/
2.1. Visit the eFOI website		
2.1.1. Choose <u>Make a Request</u> icon		
2.1.2. Select <u>Department of Social Welfare and Development</u>		
2.1.3. Click on <u>Write My Request</u>		
2.1.3.1. Ensure all the mandatory fields are filled out		
2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo		

3. If unable to make a written request, because of illiteracy or disability 3.1. Visit the nearest DSWD Office or contact Ms. Vina Aquino in DSWD Field Office VIII at (053) 321-3322 for inquiries 3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form. 3.3. Provide a copy of government issued I.D or school I.D (for registered students) with photo and authorization.	Requesting may visit the nearest DSWD Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	1. DSWD FRO shall receive and conduct initial evaluation to FOI Request 1.1. Check if requested information is already posted and available online: 1.1.1. If available, inform the requesting party and provide the link of posted information through the indicated contact details of the requesting party. 1.2. Check if the requested information is substantially similar or identical to previous requests by the same requesting party. 1.2.1. If the same, then request shall be	None	Within one (1) working day upon receipt of request	Office of the Regional Director

	denied. 1.2.3. Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party. 1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.			
2. Will received notification/ requested info/data from the contact info provided	2.1 DSWD FRO shall receive the info/ data from the respective office.	None	Within one (1) working day upon receipt of the data	<i>DSWD FO VIII Regional Information Officer</i>
	2.2 Release of requested info/data to the requesting party through email or courier service			<i>DSWD FOI Receiving Officer</i>
TOTAL		None	2 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Along with the data/info submitted through email, the Google Survey Form link: https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4ziZRcNh5v2yq0m66ZR6H8YgBg2nrl8A/viewform is being submitted.
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must

	recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322

2. Public Request for Assistance and/or Information through E-Mail

This refers to citizen's request for assistance or information through the official email address: inquiry@dswd.gov.ph.

Office or Division:	Records Section-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to send email to inquiry@dswd.gov.ph	1.1 Review and assess the request	None	5 Minutes	<i>Assigned Receiving Clerk</i>
	1.1.1 Prints the request and forwards same to the Office of the Regional Director for instruction. However, said email will immediately	None	10 Minutes	<i>Technical Staff Records Section</i>

	<p>forward to the concerned Unit/Office who will take action on the inquiry.</p> <p>1.1.2 Reviews the inquiry and route Instructions to concerned Unit/Office appropriate response.</p> <p>1.1.3 Concerned Unit/Office acknowledges receipt of the referral or inquiry and act on the concern.</p> <p>1.1.4 All referrals should furnish copy to the Designated Grievance Officer for monitoring.</p> <p>Note:</p> <ul style="list-style-type: none"> For complex request initial response will immediately transmitted to the client's email address as to the status of inquiry For highly technical inquiry: (needs multiple offices/ agencies' actions) Refer through email to concerned 	<p>None</p> <p>None</p> <p>None</p>	<p>15 Minutes</p> <p>Within two (2) days upon receipt of the referral</p> <p>10 Minutes</p>	<p>Office of the Regional Director</p> <p><i>Receiving Clerk and Unit Head (Concerned Unit/office)</i></p> <p><i>Designated Grievance Officer</i></p>
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	Unit/Office, Government Agencies and LGUs, copy furnish the client			
	1.2 Follow up through email, on complex and highly technical case referred to Unit/Officer, Government Agencies or LGUs, copy furnish the client	None	20 minutes	<i>Designated Grievance Officer</i>
	1.3 Email the response from the concerned Unit/Office to the client's email account together with the Feedback Form. Copy furnishes the account of the Designated Grievance Officer for monitoring of compliance.	None	30 minutes	<i>Receiving Clerk and Unit Head (Concerned Unit/office)</i>
TOTAL		None	2 days, 1 hour and 30 minutes	

3. Handling 8888 Grievance and Redress

In accordance to Executive Order No. 6, series of 2016, *"Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the Citizen's Complaint Center,"* the DSWD Complaint Action Team was formed to ensure prompt actions on concerns, complaints, and requests for assistance.

Office or Division:	Office of the Regional Director - Grievance Focal
Classification:	Simple

Types of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units, and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DSWD Central Office 8888 Citizens' Complaints Action Team endorses the concerns, complaints, and requests for assistance.	1.1. Receives and encodes in the 8888 database the concerns, complaints, and requests for assistance.	None	5 minutes	<i>Designated Field Office Grievance Officer</i>
	1.2. Assess the nature of concern and identifies the appropriate office for action.	None	3 minutes	
	1.3. Forwards the ticket referral via email of the concerned office/unit official email account for their immediate action and tracks their compliance within 3-days upon receipt thereof.	None	2 minutes	
	1.4. Acknowledges the receipt of the forwarded referral and encodes vital information in their tracking system.	None	5 minutes	<i>Designated Grievance Focal (Concerned Office/Unit)</i>
	1.5 Prints copy of referral and endorses to the Division Chief or supervisor for specific instructions/ comments.	None	10 minutes	<i>Concerned Division Chief</i>

1.6. Forwards the action/information required to the assigned officer who will handle the referral then updates the tracking system.	None	3 minutes	<i>Designated Grievance Focal (Concerned Office/Unit)</i>
1.7. Acts on the actions required and prepares appropriate response on the concerns, complaints and requests for assistance with concrete and specific action.	None	Within two (2) working days upon receipt of the referral	<i>Officer-in-Charge (Concerned Office/Unit)</i>
1.8. Approves the draft response on the referral. Note: For complex and highly referrals the response should be signed by the Regional Director.	None	10 minutes	<i>Concerned Division Chief/ Regional Director</i>
1.9. Updates the database on the status of the referral acted and copy furnish the following account for monitoring and compliance: a. 8888dswdfo8@gmail.com b. grievance.osec@dswd.gov.ph c. Client's email account if the required email account is available	None	30 minutes	<i>Designated Grievance Focal (Concerned Office/Unit)</i>
1.10. Acknowledges receipt of the response from the concerned office/unit and immediately	None	20 minutes	<i>Designated Field Office Grievance Officer</i>

	updates the Regional 8888 Hotline Database. Ensures that the response is properly transmitted to the Central Office in charge for onward submission to the Office of the President.			
TOTAL		None	2 days, 5 hours, and 15 minutes	

4. Issuance of Travel Clearance for Minors Travelling Abroad

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

Office or Division:	Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Issuance of MTA Blue cards			
1. Official Request for MTA Blue Cards signed by the Regional Director		Field Offices	
Provision of Technical Assistance to field Offices on MTA Guidelines			
1. Request for Technical Assistance signed by the Regional Director		Field Offices	
Office or Division:	Protective Services Division/ DSWD Field Offices		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
Response to MTA Inquiries			
1. Letter/ email/ phone inquiry or walk-in clients requesting information on MTA		Public	
Office or Division:	DSWD Field Offices		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
Issuance of Travel Clearance Certificate			

A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA.	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)
6. 2 original colored passport size photos of the minor (in Red or Blue or White Background) taken within the last six months. No scanned picture is allowed.	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc).	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
For Succeeding Travel of Unaccompanied minor Travelling ALONE	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance	Applicant

issued	
4. Unaccompanied Minor Certificate from the Airline	Airline Company
5. 2 Original colored passport size photos of the minor (in red or blue background) taken within the last six months. No scanned picture is allowed.	Applicant
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
5. Original colored passport size photo of the minor (in red of blue background) taken within the last six months. No scanned picture is allowed.	
6. Photocopy of the passport of the travelling companion.	
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization

<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	Applicant
<i>For Minors with alleged missing parent/s</i>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant
<i>Minor Travelling Subsequently with Person other than Parents or Legal Guardian</i>	
1. Duly Accomplished Application Form	DSWD Field Office
2. Original copy of the previous Travel Clearance issued by DSWD.	

3. Notarized Affidavit of Consent from the biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travels abroad, with a copy of valid identification card with specimen signature.		Applicant		
4. Two (2) colored passport size photo of the minor (in red or blue background) taken within the last six months. No scanned picture will be accepted.		Applicant		
5. Photocopy of passport of the travelling companion.		Applicant		
Within the Day Transaction if documents are found to be complete and valid				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will proceed to assigned Social Worker for Minors Travelling Abroad	1.1. Social Worker will ask for the inquiry of the client 1.1.a. Inquire about requirements: - Social Worker will provide necessary requirements for clients to comply 1.1.b. Submission of requirements - Social Worker will check completeness of requirements 1.2. Screening of applications - Social Worker will check the presented requirements if the documents	None	25 minutes	<i>Assigned Social Worker</i>

	<p>are complete and interviews and conducts assessment of the application and approves/disapproves application</p> <p>1.2.a. If Approved: Issuance of Endorsement Slip for Payment of travel clearance. (<i>Minimum of 1 day processing and maximum of 3 days processing</i>)</p> <p>1.2.b. If Disapproved: Counseling and Explanation of reason for disapproval of application</p> <p>Note: If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director.</p>			
2. Client submits endorsement to Accounting Section staff and secure Order of Payment as follows	2.1 Accounting staff to require the endorsement from MTA Section and prepare Order of Payment.	None	5 minutes	<i>Accounting Staff</i>

whichever is applicable: a. Php 300.00 for 1 year validity; b. Php600.00 for 2 years validity	2.2 Accountant to sign the Order of Payment 2.3 Accounting staff to issue Order of Payment to client			
3. Client proceeds to Cash Section	3.1. Cash Section in charge requires Order of Payment along with the payment and prepares Official Receipt. 3.2. Cashier / authorized representative to sign the Official Receipt. 3.3. Cash Section in charge hand over the Official Receipt to client.	P300/ year; P600 for 2 years	5 minutes	<i>Cashier</i>
4. Preparation and Issuance of Travel Clearance Certificate	4.1. Encodes/Types the details of the applicant to the Travel Clearance Certificate 4.2. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption	None	5 minutes	<i>Assigned Social Worker</i>

5. Filing up of Client Survey Form	5.1. The Officer will request client to fill-out the form while processing the assistance then ask client to place the form inside the designated drop box before leaving the office.	None	3 minutes	<i>Social Welfare Officer</i>
TOTAL		Php 300/600	45 minutes	

5. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counselling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Section		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance			
For Hospital Bill:			
1. Medical Certificate/Medical Abstract with date of issuance, complete name, signature and license number of the attending Physician (issued within 3 months)		Attending Physician from a hospital/clinic or from Medical Records	
2. Updated Hospital bill/Statement of Account (Outstanding Balance) with name and signature		Hospital Billing Clerk	
3. Any valid identification card of the client/person to be interviewed.		Non-government or Government agencies issuing an identification card.	
4. Social Case Study Report		Local or Municipal Social Worker/Case Summary Report by Medical Social Worker	
*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.		*Local Barangay where client is presently residing.	
For Medicine/ Assistive Device:			

1. Medical Certificate/Medical Abstract with date of issuance, complete with name, signature and license number of the attending Physician (issued within 3 months)	Attending Physician from a hospital/clinic or from Medical Records
2. Prescription with date of issuance, complete name, license number, and signature of the attending Physician	Attending Physician from a hospital/clinic or from Medical Records
3. Social Case Study Report	Local or Municipal Social Worker/Case Summary Report by Medical Social Worker
4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
For Medical Procedures:	
1. Medical Certificate/Medical Abstract with date of issuance, complete with name, signature and license number of the attending Physician (issued within 3 months)	Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with date of issuance, complete name, license number, and signature of the attending Physician	Attending Physician from a hospital/clinic
3. Social Case Study Report	Local or Municipal Social Worker/Case Summary Report by Medical Social Worker
4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Burial Assistance	
For Funeral Bill:	
1. Registered Death Certificate or Certification from the Tribal chieftain	City/Municipal Hall, Hospital, Funeral Parlor or Tribal chieftain
2. Funeral Contract	The authorized staff of the Funeral parlor/Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming certificate	The authorized staff of the Funeral parlor/Memorial Chapel
5. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
For Transfer of Cadaver:	

1. Registered Death Certificate or Certification from the Tribal chieftain	City/Municipal Hall, Hospital, Funeral Parlor or Tribal chieftain
2. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
4. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
6. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Educational Assistance	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school/university
2. Validated School ID/ Valid I.D of the Parent/Guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
3. Statement of Account for College Students	Registrar, Authorized staff from the school
4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Food Assistance	
1. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
2. Project proposal and Food distribution List(CRCF client)	Head of the Residential
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Cash Assistance for Other Support Services	
1. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
Depending on the circumstances: <ul style="list-style-type: none"> Police Report/Bureau of Fire Protection (BFP) Report/Certification for fire victims, Passport/Travel Document, certification from OWWA or Barangay or any proof of repatriation by the OF Certification from the Social Worker or Case Manager for rescued clients Police Blotter and Social Worker 	Philippine National Police Bureau of Fire Philippine Embassy/Consulate Social Worker from welfare Agencies Philippine National Police

Certificate for Victims of On-line Sexual Exploitation of Children		
<ul style="list-style-type: none">For <i>Locally Stranded Individuals (LSI)</i> without valid IDs:<ul style="list-style-type: none"><i>Medical Certificate</i> or the <i>Travel Authority</i> issued by the <i>Philippine National Police</i> will suffice and be accepted to prove his/her identity.For all other incidents:<ul style="list-style-type: none"><i>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client in Need of Assistance</i> as well as other documents as well as other documents from legal authorities/regulating agencies, as may be applicable.	<p>Hospital, Philippine National Police</p> <p>Local Barangay where client is presently residing.</p>	
<ul style="list-style-type: none">Provision of PPE:<ul style="list-style-type: none">Any valid identification card of the client/person to be interviewed.RT-PCR Test Result<i>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client in Need of Assistance</i> as well as other documents as well as other documents from legal authorities/regulating agencies, as may be applicable.	<p>Non-government or Government agencies issuing an identification card.</p> <p>Hospital or LGU</p> <p>Local Barangay where client is presently residing.</p>	
Total No. of Steps:	Five (5) Steps	
Total Processing Time:	Forty (40) minutes	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will proceed to PACD-Nurse.	1.1 PACD-Nurse will conduct Screening process to assess physical condition of clients through Client's Health Checklist form as per requirement to control the spread of COVID-19.	None	5 minutes	PACD-Nurse/Personnel in charge

2. Client will proceed to PACD area.	<p>2.1. PACD-in-Charge will conduct initial query on the client's needs and concerns.</p> <p>2.2 Encoding of Client's information in online Spreadsheet.</p> <p>2.3 PACD-in-Charge will instruct the client to proceed in the designated area to wait for the queuing number to be called.</p>	None	5 minutes	PACD-in-Charge
3. Screening of documents, Interview and Assessment	<p>3.1 Social worker will check presented requirements of client. Client will be asked to comply if documents are incomplete.</p> <p>3.2 If complete, Social worker will proceed to the interview and conducts assessment on client's application.</p> <p>3.3 Social worker will encode client's basic information to <i>Crisis Intervention Monitoring System (CrIMS)</i> Online Database for validation and identification.</p>	None	20 minutes	CIU-Social Welfare Officer

4. Review and Approval of the Officer-In-Charge to Social Worker's recommendation of assistance being requested by the client.	4.1 Officer-in charge will review and check assessment and recommendation of Social worker.	None	5 minutes	CIU Officer-in charge
5. Release of assistance. a. Guarantee Letter (addressed to Service Provider) b. Outright Cash	5.1 Releasing of approved assistance to client whether outright cash/financial or through issuance of guarantee/referral letter. 5.2 Client's affixed signature as proof for the assistance received. 5.3 Filling up of Delight Survey Form by client and placed inside the dropbox before leaving the office.	None	5 minutes	CIU-Social Welfare Officer Designated Disbursing Officer
TOTAL			40 minutes	

6. Cash Transactions

6.1. Issuance of Official Receipt for Minors Travelling Abroad (MTA) Clearance Fees

This process is a continuation of the issuance of travel clearance to minors. Clearance fee of each minor is P300 for 1 year and P600 for 2 years.

Office or Division:	Cash Section Financial Management Division
Classification:	Simple Frontline Service
Type of Transaction:	G2C – Government to Client
Who may avail:	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	
1. Endorsement	MTA Section
2. Order of Payment	Accounting Section
Total No. of Steps:	Three (3)

Total Processing Time:		Ten (10) minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits endorsement to Accounting Section staff and secure Order of Payment	1.1 Accounting staff to require the endorsement from MTA Section and prepare Order of Payment. 1.2 Accountant to sign the Order of Payment 1.3 Accounting staff to issue Order of Payment to client	N/A	3 minutes	<i>Accounting Staff</i>
2. Client proceeds to Cash Section	2.1. Cash Section in charge requires Order of Payment along with the payment and prepares Official Receipt. 2.2. Cashier / authorized representative to sign the Official Receipt. 2.3. Cash Section in charge hand over the Official Receipt to client.	P300/ year; P600 for 2 years	3 minutes	<i>Cashier</i>
3. Client proceeds to MTA Section	3.1. Acknowledge receipt of the Official Receipt as proof of payment for the required fee. 3.2 Issues the Clearance Certificate	None	4 Minutes	<i>Assigned Social Worker (MTA)</i>
TOTAL			10 minutes	

6.2. Releasing of Payment thru Check

This process is a continuation of the main procedure on the payment of assistance to clients and or check issuance for other claims.

Office or Division:	Cash Section Financial Management Division
Classification:	Simple Frontline Service
Type of Transaction:	G2C – Government to Client
Who may avail:	Clients/ Suppliers/ Creditors with money claims
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Individual Claims 1. 1 valid ID of the claimant; if Representative, Notarized Special Power of Attorney, valid ID of the principal and representative. (1 original and 1 photocopy)	Company being represented
For suppliers/creditors with money claim: 1. Authority to Collect from Proprietor or Manager 2. Valid ID of the Proprietor/ Manager 3. Company ID of the collector	
Total No. of Steps:	Three (3)
Total Processing Time:	Twelve (12) Minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents 1 valid ID and logs his information on the Client Logbook.	1.1 Cash Section staff requires client to present 1 valid ID and check its validity. 1.2 Cash Section staff assists client in logging in. 1.3 Cash Section staff endorses client to Check Releasing Officer.	None	4 minutes	<i>Cash Section Staff</i>
2. Client signs Warrant Register and Box E of the Disbursement Voucher	2.1 Check Releasing Officer assists client in affixing signature in Warrant Register and Box E of DV. 2.2 Check Releasing Officer hand over the check to the claimant.	None	5 minutes	<i>Check Releasing Officer</i>

3. Client fills up the Client Delight Survey form and drops the same to the designated box.	Check Releasing Officer to assist client in filling up the form and dropping to the designated box.	None	3 minutes	<i>Check Releasing Officer</i>
TOTAL			12 minutes	

7. Pantawid Pamilyang Pilipino Program

The Pantawid Pamilyang Pilipino Program, commonly known as 4Ps, has recently been institutionalized under Republic Act No. 11310. This is one of the strategies of the national government, spearheaded by the Department of Social Welfare and Development (DSWD), to break the intergenerational cycle of poverty by investing in the health, nutrition, and education of identified poorest of the poor households with 0-18 years old children based on the assessment of the Listahanan program.

4Ps adapts the Conditional Cash Transfer (CCT) scheme wherein program beneficiaries are only able to receive their education and health grants upon compliance to set conditions including the 85% school attendance rate, regular visit to health facilities, and attendance to Family Development Sessions (FDS).

It currently serves around 279,106 household beneficiaries from all 7 cities and 136 municipalities in all the 6 provinces of Leyte, Southern Leyte, Biliran, (Western) Samar, Eastern Samar, and Northern Samar, of the Eastern Visayas Region.

7.1. Cash Replacement (Municipal Level)

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Complex-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Any Registered Pantawid Pamilya beneficiary with Cash Card Mode of Payment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Damaged Card			
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area	
2. Damaged Cash Card			
3. Photocopy of Pantawid ID			
4. 100.00 Replacement Fee			
Lost/ Stolen Cards			
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area	
2. Duly Notarized Affidavit of Loss			

3. Photocopy of Pantawid ID	
4. 100.00 Replacement Fee	
Perforated Cards	
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)	MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area
2. Photocopy of Pantawid ID	
3. 100.00 Replacement Fee	
Update in Name	
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)	MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area
2. LBP Forms (Enrollment Form and Claim Form)	
3. Photocopy of Pantawid ID	
4. 100.00 Replacement Fee	
Total No. of Steps:	Four (4)
Total Processing Time:	5 working days and 10 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to C/ML or C/MRB for cases of Lost/ Stolen/ Damaged/ Perforated/ Update in Name	<p>1. Capture report by the beneficiary about damaged cash cards and immediately assist in filling out ACRUF.</p> <p>Capture report by the beneficiary about replacement of Lost/ Stolen/ Damaged/ Perforated/Update in Name cash cards and immediately assist in filling out ACRUF.</p> <p>Note: C/ML or C/MRB to request for immediate locking of Lost/Stolen Cash Cards</p>	100.00 Replace ment Fee	Immediately (w/in the day reported)	<i>City/Municipal Link or City/Municipal Roving Bookkeeper or Community Facilitator</i>
	2. Record incident in the GRS Log book.	None	5 minutes	<i>City/Municipal Link or Community</i>

				<i>Facilitator</i>
	3. Review the submitted application for cash card replacement as to completeness of required documents and accurateness of filled up ACRUF. All required documents are communicated to beneficiaries for completion.	None	5 minutes	<i>City/Municipal Link or Community Facilitator</i>
	4. Prepare transmittal to POO for endorsement to RPMO.	None	5 working days	<i>City/Municipal Link or Community Facilitator</i>
TOTAL			Within 5 working days and 10 minutes	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.2. Cash Card Replacement (RPMO level)

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Complex Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Not Applicable		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Damaged Card			
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		Submitted from the POO (except for the Endorsement Letter)	
2. Damaged Cash Card			
3. Photocopy of Pantawid ID			
4. 100.00 Replacement Fee			
5. Endorsement Letter signed by Regional Director			

Perforated Cards				
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		Submitted from the POO (except for the Endorsement Letter)		
2. Photocopy of Pantawid ID				
3. 100.00 Replacement Fee				
4. Endorsement Letter signed by Regional Director				
Update in Name				
1. Properly filled out ATM CARD QUEST/UPDATE FORM (ACRUF)		Submitted from the POO (except for the Endorsement Letter)		
2. LBP Forms (Enrollment Form and Claim Form)				
3. Photocopy of Pantawid ID				
4. 100.00 Replacement Fee				
5. Endorsement Letter signed by Regional Director				
Total No. of Steps:		Four (4)		
Total Processing Time:		Within 7 working days and 15 days with the servicing bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of cash card replacement request reviewed and endorsed by the POO to RPMO, the worker verifies the data on the ACRUF vis-a-vis the Pantawid Pamilya Information System and LBP List of Opened Accounts and prepares endorsement letter to LBP for Regional Director's signature.	None	3 working days	Financial Analyst II / Project Development Officer I (RPMO) / Senior Bookkeeper
	2. Record processed/rejected transaction incident in the Tracker.	None	1 working day	Project Development Officer I (RPMO)
	3. Track/ensure that the RD signed endorsement letter to LBP was sent.	None	3 working days	Project Development Officer I

	4. Follow-up with LBP Servicing Branch through a letter furnished the DSWD CO– UFMU, NPMO – GRD, and POO, inquiring the status of cash card replacement request 15 working days upon Endorsement to LBP.	None	After 15 working days upon receipt by LBP	<i>Project Development Officer I</i>
TOTAL			Within 7 days and 15 days with the servicing bank	

Note: First day of the timeline shall be counted upon receipt.

(Cut-off time is 12:00NN. Requests received after 12NN will be processed the following day)

7.3. Cash Card Replacement Request for Tagging of Locked Accounts for Lost and Stolen Cards

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Highly Technical Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Not Applicable		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Lost/ Stolen Cards			
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		Submitted from the POO (except for the Endorsement Letter)	
2. Duly Notarized Affidavit of Loss			
3. Photocopy of Pantawid ID			
4. 100.00 Replacement Fee			
5. Endorsement Letter signed by Regional Director			
Total No. of Steps:	Six (6)		
Total Processing Time:	20 working days		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A. Tagging of Stolen/Lost Card			
N/A	1. Upon receipt of request form from the POO, prepare a request letter for Regional Director's signature requesting to tag an EMV account as	None	1 working day	<i>Financial Analyst II – RPMO</i>

	"Lock" at the LBP Servicing Branch or to DSWD CO FMS SP for GRS referred locking request.			
N/A	2. The signed request letter is transmitted to LBP Servicing branch copy furnished the DSWD CO FMS SP – copy furnished GRS for GRS referred locking request.	None	1 hour	<i>Financial Analyst II – RPMO</i>
B. Request for replacement of Cash Card				
N/A	3. Upon receipt of cash card replacement request reviewed and endorsed by the POO to RPMO, the worker (FA2, PDO I) verifies the data on the ACRUF vis-à-vis the Pantawid Pamilya Information System and LBP List of Opened Accounts and prepares endorsement letter to LBP for Regional Director's signature.	None	1 working day	<i>Financial Analyst II – RPMO</i>
N/A	4. Send to LBP Servicing Branch the letter request copy furnished POOs and DSWD CO UFMU/ NPMO-GRD.	None	1 working day	<i>Financial Analyst II - RPMO</i>
N/A	5. Facilitate follow-up letter to LBP Servicing Branch copy furnished DSWD CO – UFMU, NPMO – GRD, and POO inquiring the status of cash card replacement request 15 working days upon submission.	None	15 working days	<i>Financial Analyst II – RPMO</i>
N/A	6. Send of copy of transmittal report to POOs. Any update on the	None	1 working day	<i>Financial Analyst II – RPMO</i>

	status of cash card replacement application is transmitted to POO.			
TOTAL			20 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.4. Request for Unlocking of EMV Cash Card Accounts Tagged as “Lock”

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Simple Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Not Applicable		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. List of Accounts		Endorsed from the RPMO	
Total No. of Steps:	Two (2)		
Total Processing Time:	5 working days and 10 minutes		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report to C/ML or C/MRB regarding the retrieval of the cash card.	<p>11. Capture report by the Beneficiary about retrieval of cash cards and immediately assist in filling out request form.</p> <p>Action officer will assess the applicability of the request and provides feedback to client immediately.</p> <p><i>Note: If applicable, C/ML or C/MRB to request for immediate unlocking of retrieved Cash Cards accounts</i></p>	None	Immediately (w/in the day reported)	s
	2. Record incident in the GRS Log book.	None	5 minutes	City/Municipal Link or Community Facilitator

List of Requirements - Request Form - ML Validation Report for GRS related cases with recommendation for unlocking	3. Review the submitted application for unlocking of cash card as to completeness of required documents. All required documents are communicated to beneficiaries for completion.	None	5 minutes	City/Municipal Link or Community Facilitator
List of Requirements for GRS Referred cases 1. GRS Validation report with recommendation for unlocking of cash card (CGO/PGO)	4. Prepare transmittal to POO for endorsement to RPMO.	None	5 working days	City/Municipal Link or Community Facilitator
TOTAL			Within 5 working days and 10 minutes	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.5. Replacement of Lost/Stolen Cash Card-MRB

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division
Classification:	Under Exemption Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Not Applicable
CHECKLIST OF REQUIREMENTS	
1. Inventory of Requested Cash cards for replacement.	MOO
Total No. of Steps:	Four (4)
Total Processing Time:	As per schedule by LBP Servicing Branch

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Inquire from LBP Servicing Branch the	None	1 working day	Municipal Roving Bookkeeper

	availability of cash card.			
N/A	2. Once cash card is available, inform the concerned beneficiary of the schedule of release of cash card from the LBP Servicing Branch	None	1 working day	<i>Municipal Roving Bookkeeper</i>
N/A	3. Assist the beneficiary in claiming the cash card at LBP Servicing Branch.	None	As per schedule by LBP Servicing Branch	<i>Municipal Roving Bookkeeper</i>
N/A	4. Facilitate request for matching of new EMV card account and transfer of funds from old account to new account (if any).	None	1 working day	<i>Municipal Roving Bookkeeper</i>
TOTAL			Cannot be ascertain the servicing bank determines the schedule	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.6. Family Development Session (FDS) Compliance Monitoring- Submission of CVF4

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division	
Classification:	Highly Technical Non-Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Not Applicable	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Compliance Verification (CV) Form 1 and Form 4		SWA
Total No. of Steps:	Six (6)	
Total Processing Time:	10 working days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of the CVF 1 and 4 from the SWA, the workers to account the number of forms received vis a vis logsheet/transmittal and check any data	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>

	inconsistencies.			
N/A	2. Refer to the attendance record/ sheet of the beneficiaries for Family Development Session to accomplish the CVF-4.	None	1 working day	City/Municipal Link or Community Facilitator
N/A	3. Accomplish CVF-4 based on the attendance record of the beneficiaries in FDS as kept by the worker.	None	2 working days	City/Municipal Link or Community Facilitator
N/A	4. Report to cluster focal any findings in the data (i.e.: duplicates, incomplete data, etc.)	None	1 working day	City/Municipal Link or Community Facilitator
N/A	5. Cluster CV focal/RCVO is expected to provide feedback to the concerned ML regarding the findings indicated in the feedback report)	None	1 working day	City/Municipal Link or Community Facilitator
N/A	6. Ensure that the accomplished CVF-4 is submitted to the Field Office for encoding within the prescribed timeline.	None	2 working days	City/Municipal Link or Community Facilitator
TOTAL			10 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.7. Compliance Monitoring-Collection of CV Forms

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division			
Classification:	Highly Technical Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Compliance Verification (CV) Forms		Provincial Operations Office		
Total No. of Steps:	Five (5)			
Total Processing Time:	8 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of CV	N/A	2 working	SWA/ City/

	forms, the worker will review the accomplished CV F2/F3 as to completeness and accuracy after the distribution and retrieval of CV forms.		days	<i>Municipal Link or Community Facilitator</i>
N/A	2. Account the number of retrieved CV forms that were turned over.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
N/A	3. Check the remarks indicated by the partners such as; drop-out, not enrolled and transfer to other facilities and make the appropriate/proper action/s.	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>
N/A	4. Ensure complete signatures in the forms/documents of the duly filled up Change Grantee Request Form. Ensure complete signatures in the forms.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
	Note: Return to SWA the forms with incomplete signatures, inappropriate tagging/remarks for further validation of our partners.	None	1 working day	City/Municipal Link or Community Facilitator
N/A	5. Prepare transmittal of the received forms before submission to CCVOs.	None	5 hours	
TOTAL			Within 8 working days	

Note: First day of timeline shall be counted upon receipt.

7.8. Pre-encoding of Compliance Verification Forms

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division
Classification:	Complex Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Compliance Verification (CV) Forms		C/RCVO
2. Logsheets		
Total No. of Steps:	Six (6)	
Total Processing Time:	6 working days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Cluster CV Focal reviews the transmitted CV forms as to completeness and accuracy upon receipt of log sheets/ transmittals and list of non-compliance per facility.	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	2. The worker will conduct assessment activity in the City/Municipality to POO to ensure the completeness, correctness and veracity of forms prior to distribution to the encoders. <i>Note: In case of force majeure, ensure that no forms should be submitted for encoding.</i>	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	3. Worker assigns encoder per municipality/city per facility.	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	4. Worker randomly review the encoded CV forms vs systems per facility per city/ municipality and check accuracy.	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	5. Prepare an official exit report accounting the encoded CV Forms.		1 working day	Cluster/Regional Compliance Verification Officer

N/A	6. Worker (RCVO) ensures proper filing and labeling of encoded forms.		1 working day	<i>Cluster/ Regional Compliance Verification Officer</i>
TOTAL			6 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.9. Pre-encoding of Update Forms-Encoder

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Under Exemption Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Update Forms		Not Applicable	
Total No. of Steps:	Five (5)		
Total Processing Time:	NPMO Encoding Timeline		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1.Acknowledge the transmittal after review of the numbers of form per facility/ies (type of update requests) submitted versus the actual number of accomplished forms in the transmittal	None	30 Minutes	<i>Encoder</i>
N/A	2.Tag facility name (Log/record update requests) on hand in the online monitoring sheet provided by RCVO (RITO/CMT)	None	1 hour	<i>Encoder</i>
N/A	3. Encode all forms (100%) received at least 5 days prior to the approval period at the level of RCVO (RITO/CMT)	None	Upon timeline set by RPMO	<i>Encoder</i>
N/A	4. Submit daily accomplishment report to RCVO (RITO/CMT)	None	DAILY before 05:00 PM	<i>Encoder</i>

N/A	5. Review of Not-encoded forms with remarks for endorsement to BDMO; and review as to correctness of data encoded prior to recommendation and approval	None	1 day	RCVO (RITO/CMT/RMQAD)
TOTAL			Cannot ascertain since the timeline is based on NPMO processing time	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.10. Change Address-Inter-Municipality

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division	
Classification:	Highly Technical Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Registered Pantawid Pamilya Beneficiary	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area
2. Residency/ Brgy. Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay
3. Case Assessment Report		City/ Municipal Link
4. Photocopy of CC (if any) & PP ID		Household Grantee
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head
6. Health Certificate for 0-5 years old		Health Center
<i>Note: Applicable when the whole HH moves to a new address, not for a single HH member.</i>		
Total No. of Steps:	Seven (7)	
Total Processing Time:	15 Days <i>(Note: Approval of update request is dependent to NPMO's final approval schedule)</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	MOO (Old and New Address)			
Client to coordinate to SWA or C/ML for the application of inter-regional change of	1. Guide beneficiaries on the requirements needed for updating upon receipt of application for change of address application.	None	5 minutes	SWA or C/ML

address	SWA or C/ML to provide checklist of requirements to the requesting client			
Client to submit to SWA or C/ML the accomplished form 5 (<i>update request</i>) for inter-regional change of address with complete supporting documents	2. Check the accomplished BUS form 5 and other submitted requirements as to completeness and correctness. <i>SWA or C/ML will give the Client a beneficiary's copy (acknowledgement receipt) of inter-regional change of address application (update request)</i>	None	5 minutes	SWA or C/ML
Client to undergo HH validation/ case assessment to be conducted by the City/ Municipal Link <i>Note to Client: The approval date of update request is dependent on the NPMO's final approval schedule per period. Please ask for the tentative schedule of the approval to SWA or City/ Municipal Link.</i>	3. Validate and assess the eligibility of the household to wit; (1) HH is a certified registered beneficiary of the program, (2) HH still has eligible member/s, (3) has no pending grievance complaint concerning eligibility of all program areas, (4) has not yet graduated from the program and prepare Case Assessment Report (CAR)	None	7 working days	C/ML or CF
	4. Submit complete documents to cluster office/POO	None	1 working Day	SWA or C/ML
PROCESS EMANATING FROM THE NEW REGION OF RESIDENCE				
	5. Review completeness of documents	None	1 working Day	CBDO
	6. Review of CAR	None	1 working Day	SWO III

	7. POO endorses the request for Change address to RPMO. (Encoding is being done at the POO Level thru the CBDOs)	None	2 working days (e-copy)	Provincial Link
			5 working days (hard copy)	
TOTAL			15 working days	

Note: First day of timeline shall be counted upon receipt.

7.11. Change Address-Inter-Province

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Highly Technical Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Registered Pantawid Pamilya Beneficiary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area	
2. Residency/ Brgy. Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay	
3. Case Assessment Report		City/ Municipal Link	
4. Photocopy of CC (if any) & PP ID		Household Grantee	
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head	
6. Health Certificate for 0-5 years old		Health Center	
Note: Applicable when the whole HH moves to a new address, not for a single HH member.			
Total No. of Steps:	Not Applicable		
Total Processing Time:	13 Days (Note: Approval of update request is dependent to NPMO's final approval schedule)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable. Based on the Service Standards form, all procedures/ processes emanate at the Provincial and RPMO Level. This is a	1. Review and certify eligible members of the Program based on the criteria: (1) Active households, (2) with eligible members for monitoring, (3) no pending case, (4) no duplicate. With complete requirements	None	4 working days upon receipt of documents	CBDO

continued (<i>next</i>) process of inter-municipality change of address.	(1) approved CAR, (2) barangay certificate and (3) certificate from Municipal Link			
	2. Prepare endorsement signed by Provincial Link		1 working day	CBDO
	3. Encoding of new address		1 working day	RBDO
	4. Review of encoded update transactions		3 working days	RBDO
	5. Facilitate recommendation for RD's approval		1 working day	RBDO
	6. Review update summary generated by the RITO.		1 working day	RBDO
	7. Provide feedback to the Provincial Operations Office regarding the status of request for TOR as well as the beneficiary.		1 working day	RBDO
TOTAL			13 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.12. Change Address-Inter Region

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Under Exemption Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Registered Pantawid Pamilya Beneficiary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area	
2. Residency/ Brgy. Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay	
3. Case Assessment Report		City/ Municipal Link	
4. Photocopy of CC (if any) & PP ID		Household Grantee	
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head	
6. Health Certificate for 0-5 years old		Health Center	
Note: Applicable when the whole HH moves to			

a new address, not for a single HH member.				
Total No. of Steps:		Three (3)		
Total Processing Time:		36 Days (Note: Approval of update request is dependent to NPMO's final approval schedule)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	MOO (Old and New Address)			
Client to coordinate to SWA or C/ML for the application of inter-regional change of address	1. Guide beneficiaries on the requirements needed for updating upon receipt of the change of address application. SWA or C/ML to provide checklist of requirements to the requesting client	None	5 minutes	SWA or C/ML
Client to submit to SWA or C/ML the accomplished form 5 (update request) for inter-regional change of address with complete supporting documents	2. Check the accomplished BUS form 5 and other submitted requirements as to completeness and correctness. SWA or C/ML will give the Client a beneficiary's copy (acknowledgement receipt) of inter-regional change of address application (update request)	None	5 minutes	C/ML or SWA
Client to undergo HH validation/ case assessment to be conducted by the City/ Municipal Link Note to Client: The approval date of update request is dependent on the NPMO's final approval schedule per period. Please	3. Validate and assess the eligibility of the household to wit; (1) HH is a certified registered beneficiary of the program, (2) HH still has eligible member/s, (3) has no pending grievance complaint concerning eligibility of all program areas (4) has not yet graduated from the program and prepare Case Assessment Report (CAR)	None	7 working days	C/ML or CF
	4. Submit complete documents to cluster	None	1 working day	SWA or C/ML

ask for the tentative schedule of the approval to SWA or City/ Municipal Link.	office/POO together with the accomplished BUS Form 5.			
	PROCESS EMANATING FROM THE NEW REGION OF RESIDENCE			
	5. Endorse the encoded and reviewed documents to RPMO (old address)	None	2 working days (e-copy)	RBDO
			5 working days (hard copy)	
	6. RPMO of the old address endorse the reviewed documents to POO (old address)	None	2 working days (e-copy)	RBDO
			5 working days (hard copy)	
	7. POO (Old address) endorse documents to C/ML (old address) for information and concurrence.	None	2 working days (e-copy)	CBDO
			5 working days (hard copy)	
	8. If the Case Assessment Report (CAR) is concurred or not, transmit documents to POO of old address.	None	2 working days (e-copy)	C/ML
			5 working days (hard copy)	
	POO (OLD REGION)			
	9. If there is ineligibility complaint, POO of the old address endorses documents to RPMO thru the RBDMO and RGO of the old address; and follow grievance procedures.	None	2 working days (e-copy)	CBDO
			5 working days (hard copy)	
	10. Once concurred, encode the new address of the HH for RD's approval	None	1 working day	RBDO
	11. Upon RD approval, inform the receiving RPMO of the status of the request and furnish a copy of the documents and the concurred CAR to the receiving region for Reference.	None	2 working days	RBDO
TOTAL			36 working days	

Note: First day of timeline shall be counted upon receipt.

7.13. Change Grantee-CBDO

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division		
Classification:	Highly Technical Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Registered Pantawid Pamilya Beneficiary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished BUS Form 5		Endorsed from the POO	
2. LBP Form of New Grantee			
3. Certificate of Guardianship (for Minor Grantee)			
4. Death Certificate (if deceased)			
5. C/ML Certification stating the reason for Long Absence			
6. Medical Certificate for health reasons			
7. Senior Citizen ID/ OSCA or MSWDO Certification if due to Old Age			
8. Birth/ Marriage Certificate if with correction of Basic Information			
9. Case Assessment Report if Minor Grantee and Social Case Study Report for Special/GBV Cases			
For minor 6 year old and below:			
1. Accomplished BUS Form 5			
2. LBP Form for Minor Grantee			
3. LBP Form for Proposed Guardian			
4. Certificate of Guardianship			
5. Social Case Study Report/Case Summary Report			
6. Birth Certificate or Marriage Contract of <i>Proposed Guardian</i>			
7. Death Certificate (<i>for Deceased HH Member</i>)			
<i>Note: If there are no relatives in the area, no relatives who are willing to be the guardian or the relatives are already PP beneficiaries, Foster Parents accredited or licensed by DSWD may be allowed to be the grantee. Otherwise, the C/MSWDO will act as the guardian to a maximum of 5 households with letter of intent showing willingness to be the minor's guardian.</i>			
Total No. of Steps:	Three (3)		
Total Processing Time:	12 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NA This is a continued (<i>next</i>) process of ML's submitted request for change of grantee.	1. Review the received request for change grantee prior to encoding, if not encoded at the MOO Level.	None	1 working day	Cluster Beneficiary Data Management Officer
	2. Endorse the change grantee request to RITO/proper office for encoding of the request.	None	5 working days	
	3. Provide feedback to C/MLs or CFs.	None	6 working days	
NA This is a continued (<i>next</i>) process of ML's submitted request for change of grantee.	1. Review the received request for change grantee prior to encoding, if not encoded at the MOO Level.	None	1 working day	Cluster Beneficiary Data Management Officer
TOTAL			12 working days	

Note: First day of timeline shall be counted upon receipt.

7.14. Change Grantee-Municipal Link

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division	
Classification:	Highly Technical Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Registered Pantawid Pamilya Beneficiary	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished BUS Form 5		1. Any Pantawid Staff in the Area
2. LBP Form of New Grantee		2. City/ Municipal Link
3. Certificate of Guardianship (for Minor Grantee)		3. City/ Municipal Link and Guardian
4. Death Certificate (if deceased)		4. Local Civil Registrar
5. C/ML Certification stating the reason for Long Absence		5. City/ Municipal Link
6. Medical Certificate for health reasons		6. Office of the C/MSWDO
7. Senior Citizen ID/ OSCA or MSWDO Certification if due to Old Age		7. Local Civil Registrar/ PSA
8. Birth/ Marriage Certificate if with correction of Basic Information		
9. Case Assessment Report if Minor Grantee and Social Case Study Report for Special/GBV Cases		9. City/ Municipal Link
For minor 6 year old and below:		

1. Accomplished BUS Form 5	1. Any Pantawid Staff in the Area
2. LBP Form for Minor Grantee	2. City/ Municipal Link
3. LBP Form for Proposed Guardian	3. City/ Municipal Link
4. Certificate of Guardianship	4. City/ Municipal Link and Guardian
5. Social Case Study Report/Case Summary Report	5. City/ Municipal Link
6. Birth Certificate or Marriage Contract of Proposed Guardian	6. Local Civil Registrar/ PSA
7. Death Certificate (for Deceased HH Member)	7. Local Civil Registrar
<i>Note: If there are no relatives in the area, no relatives who are willing to be the guardian or the relatives are already PP beneficiaries, Foster Parents accredited or licensed by DSWD may be allowed to be the grantee. Otherwise, the C/MSWDO will act as the guardian to a maximum of 5 households with letter of intent showing willingness to be the minor's guardian.</i>	
Total No. of Steps:	Six (6)
Total Processing Time:	13 Days (Note: Approval of update request is dependent to NPMO's final approval schedule)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to report to the C/ML the need for filing of change of grantee	1. Receive report on changes/assess the need for change grantee	None	10 minutes	City/Municipal Link or Community Facilitator
Client to disclose the name of proposed/ identified new grantee	2. Identify the potential new grantee based in the household roster.	None	5 minutes	City/ Municipal Link
Client to submit to C/ML the accomplished form 5 (update request) for change of grantee with complete supporting documents	3. Receive household's accomplished change grantee request due to one of the following reasons:	None	6 working Days	
	3.a. Death		1 working day or 5 working days for GIDA Area	
	3.b. Long Absence			
	3.c. Old age or Poor Health; limitations due to impairment			
	3.d. Gender related issues			
	3.e. Grievance Redress Systems			

	related issues *In case of minor grantee, ML/SWA to assess eligibility of the recommended guardian.			
Client to secure a beneficiary's copy (acknowledgement receipt) of request for change of grantee	4. Acknowledge the correct and complete supporting documents of the duly filled up Change Grantee Request Form	None	5 minutes	
	5. Submit the documents to CBDO		1 working Day	
	6. Provide feedback to household regarding the status of application.		5 working days	
TOTAL			13 working days	

Note: First day of timeline shall be counted upon receipt.

7.15. Grievance Redress System – General Guidelines on the Complaint Resolution Process

Office or Division:	Pantawid Pamilyang Pilipino Program Promotive Services Division
Classification:	Simple Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Registered Pantawid Pamilya beneficiaries Non-Pantawid Clients Partners/Stakeholders
CHECKLIST OF REQUIREMENTS	
1. Grievance Form	Any Pantawid Pamilya Staff in the Area Municipal Operations Office
2. Request and Inquiry Form	
3. Pantawid Pamilya ID	
Total No. of Steps:	Eight (8)
Total Processing Time:	1 Hour

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client logbook in the office	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 minutes	<i>Officer on duty</i>
Get a grievance form Or logbook	2. Give the grievance form/request and inquiry form	None	1 Minute	<i>Officer on duty</i>
Accomplish the grievance Form	3. Ensure that grievance form/request and inquiry	None	2 minutes	<i>Officer on duty</i>

	form is complete and properly filled out			
Provide additional and complete details of the complaint.	4.1 Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System 4.2 Interview the client and write down other pertinent details in the grievance form	None	30 minutes	<i>Officer on duty</i>
None	5.1 Explain to the client the process of resolving complaints and the possible sanctions that will be given if the complaint has merit. 5.2 Inform the client that he/she will be contacted thru the mobile number provided by the assigned grievance officer once a resolution has been made.	None	10 minutes	<i>Officer on duty</i>
Secure the acknowledgement/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	6.1 Detach the acknowledgement/follow up slip from grievance form and give it to the client.	None	2 minutes	<i>Officer on duty</i>
	7. Distribute the grievance form to technical officer for drafting of endorsement letter to Provincial Operations concerned.	None	10 minutes	<i>ICTA</i>
None	8. Endorse the accomplished grievance form to the concerned Provincial Office for recording and action	None	2 minutes	<i>Regional Grievance Officer</i>
TOTAL			Within 1 hour	

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

7.16. Processing of Request for Fund Release for Sub-Projects of Prioritized Barangays

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Fund Release	1.1 Receives and encodes the Request for Fund Release (RFR) to RFR Tracker	None	5 minutes	<i>Administrative Assistant II - ACT</i>
	1.2 Review the RFR by the Community Empowerment Facilitator and endorse after to the Technical Facilitator		Within two (2) days	<i>Community Empowerment Facilitator assigned at the Brgy.</i>
	1.3 Review the RFR by the Technical Facilitator and endorse after to the Municipal Financial Analyst		Within two (2) days	<i>Technical Facilitator</i>
	1.4 Review the RFR by the Municipal Financial Analyst and endorse after to the Area Coordinator		Within two (2) days	<i>Municipal Financial Analyst</i>
	1.5 Review the RFR by the Area Coordinator and endorse after to the Administrative Assistant II		Within two (2) days.	<i>Area Coordinator</i>
	1.6 Review the completeness of RFR and encode to the RFR Tracker the comments of the reviewee.		1 hour	<i>Administrative Assistant II</i>
	1.7 Prepare transmittal documents and forward the RFR to RPMO.		Within three (3) days	<i>Administrative Assistant II</i>
	1.8 Inform the status of RFR to the BSPMC.		Within the day	<i>Community Empowerment Facilitator</i>
	1.9 Receives and encodes the RFR to RPMO RFR Tracker and endorse to SDU for review.		15 minutes	<i>Financial Analyst 1</i>
	1.10 Review the RFR at the Social Development Unit and endorse after to the Engineering Unit.		Within three (3) days	<i>Community Development Officer III</i>
	1.11 Review the RFR at the Engineering Unit and endorse after to the Finance Unit.		Within three (3) days	<i>Regional Infrastructure Officer III</i>

	1.12 Review the RFR at the Finance Unit and endorse after to Finance Analyst 1.		Within three (3) days	<i>Financial Analyst III</i>
	1.13 Update the RFR Tracker and forward after to Regional Program Coordinator for signature.		15 minutes	<i>Financial Analyst 1</i>
	1.14 Sign the RFR.		5 minutes	<i>Regional Program Coordinator</i>
	1.15 Forward the RFR to Regional Director/ ARDO for approval.		Within the day	<i>Financial Analyst 1</i>
	1.16 Sign the RFR.		Within the day	<i>Regional Director/ARDO</i>
	1.17 Print Disbursement Voucher and endorse the same to Budget section.		5 minutes	<i>Financial Analyst 1</i>
	1.18 Obligate the amount of RFR and endorse after to Accounting Unit.		Within the day	Budget Unit
	1.19 Review the RFR and sign the Box A.		Within the day	<i>Regional Accountant</i>
	1.20 Review the RFR and sign the Box B		Within the day	<i>Regional Director/ARDO/A RDA</i>
2. BSPMC receives the grant transferred to their bank account	1.21 Prepared ADA of Barangay Transfer of Fund and facilitate signing of ADA.	None	Within the day	<i>Cash Clerk</i>
	1.22 Proceed to the Bank.		Within the day	<i>Cash clerk</i>
	1.23 Provide Barangay Transfer of Fund (BTF) to FA1		Within the day	<i>Cash Clerk</i>
	1.24 Provide Notice of Fund Transfer to BSPMC.		1 day	<i>Financial Analyst 1</i>
TOTAL			Within 30 working days	

7.17 Grievance Redress System

The Grievance Redress System (GRS) is a feature of KC-NCDDP to promote social accountability. It allows the Project to be fully responsive to its beneficiary communities. This mechanism was designed to attend to complaints, problems and issues that arise out from project implementation. These issues may include misuse of funds and allegations of

corruption; inappropriate intervention by outside parties (in making decisions, determining allocations, in procurement etc.) and violation of project policies, principles or procedures. It will also respond to simple requests for information to clear up misunderstanding.

The system upholds the principle of transparency and accountability and demonstrates the commitment of the project to provide opportunities for the empowerment of communities.

8. Kalahi CIDSS-NCCDP Program

Office or Division:	Kalahi-CIDSS Program Promotive Services Division			
Classification:	Frontline			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Total No. of Steps:	Four (4)			
Total Processing Time:	Type A – Query (5days) Type B – Compliance with KC processes, MOA and other KC implementation arrangements (30 days) Type C – Conformance with KC Procurement and Finance Guideles (60 days)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Grievance Filing	Grievance Intake	None	1 day	M&E Monitor
	Verification and Action	None	Type A – 3 days Type B – 28 days Type C – 58 days	Inter-Unit Fact finding Team
	Feedback	None	1/2 day	M&E Monitor
	Follow-up	n/a	1/2 day	M&E Monitor/ Inter-Unit Fact finding Team
TOTAL			Type A – 5 days Type B – 30 days Type C – 60 days	

9. Sustainable Livelihood Program

The Sustainable Livelihood Program aims to promote a deeper sense of the poor's own development through bottom-up approach and participatory strategies. The participants are actively engaged and involved throughout the whole process. They identify their preferred livelihood activities and are involved in the preparation of their own proposals. SLP endeavors to increase the level of participation among program participants and harness a deeper sense of ownership of their DEVELOPMENT.

The program builds on the strengths, skills, and knowledge of participants, guiding them on how they can use these to achieve positive livelihood outcomes.

9.1. Walk-in Clients

Office or Division:	Sustainable Livelihood Program Promotive Services Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All qualified program participants
CHECKLIST OF REQUIREMENTS	
Filled-up SLP Profile Forms.	None
Total No. of Steps:	Twelve (12)
Total Processing Time:	Within 15 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Clients	1.1 Brief Orientation on SLP Processes and address queries	None	10 minutes	<i>Grievance and Referral Focal</i>
	1.2 Fill-out SLP Profile and Data Privacy Form		5 Minutes	<i>Client</i>
	1.3 Data Encoding of client's profile		3 minutes	<i>Grievance and Referral Focal</i>
	1.4 Cross-matching with Pantawid eligibility		1 day	<i>Pantawid RPMO Data Focal</i>
	1.4.1 (If Pantawid) Prepare endorsement to the Provincial Cluster for validation and administration of Livelihood Assessment Form		5 minutes	<i>Grievance and Referral Focal</i>
	1.4.2 (If Non-Pantawid) Cross-matching with NHTU Database		1 day	NHTU/ Listahanan
	1.4.2.1 (If Non-Listahanan) Administration of Household Assessment Form or SLP Means Test		1 day	<i>Listahanan-HAF; Field PDO-SLP Means Test</i>
	1.5 Validation and Administration of Livelihood Assessment Form and SLP Orientation		1 day	<i>Field PDO</i>
	1.6 Conduct of Capability Building Activity and Project Identification		2 days	<i>Field PDO</i>
	1.7 Project Proposal Preparation		3 days	<i>Field PDO</i>

	1.8 Project Proposal Review, Approval and Funding		3 days	RPMO
	1.9 Grant Release		1 day	Cash Section
TOTAL			Within 15 working days	

9.2. Referral

Office or Division:	Sustainable Livelihood Program Promotive Services Division		
Classification:	Technical		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All qualified program participants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Filled-up SLP Referral Grievance Forms.		None	
Total No. of Steps:	Twelve (12)		
Total Processing Time:	Within 15 working days		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Referral from OBSUs, NGAs, NGOs, CSOs and other institutions	1.1 Classification of Request	None	3 minutes	<i>RPC</i>
	1.2 Endorsement to Referral Focal		1 minute	<i>Incoming/ Outgoing AA</i>
	1.3 Data Encoding of client's profile		3 minutes	<i>Grievance and Referral Focal</i>
	1.4 Cross-matching with Pantawid eligibility		1 day	<i>Pantawid RPMO Data Focal</i>
	1.4.1 (If Pantawid) Prepare endorsement to the Provincial Cluster for validation and administration of Livelihood Assessment Form		5 minutes	<i>Grievance and Referral Focal</i>
	1.4.2 (If Non-Pantawid) Cross-matching with NHTU Database		1 day	<i>NHTU/ Listahanan</i>
	1.4.2.1 (If Non-Listahanan) Administration of Household Assessment Form or SLP Means Test		1 day	<i>Listahanan-HAF; Field PDO-SLP Means Test</i>
	1.5 Validation and Administration of Livelihood Assessment Form and SLP Orientation		1 day	<i>Field PDO</i>

1.6 Conduct of Capability Building Activity and Project Identification	2 days	Field PDO
1.7 Project Proposal Preparation	3 days	Field PDO
1.8 Project Proposal Review, Approval and Funding	3 days	RPMO
1.9 Grant Release	1 day	Cash Section
TOTAL	Within 15 working days	

9.3. Grievance Redress System

Office or Division:	Sustainable Livelihood Program Promotive Services Division
Classification:	Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All qualified program participants
CHECKLIST OF REQUIREMENTS	
Filled-up SLP Referral Grievance Forms.	None
Complaint Letter	
Total No. of Steps:	Thirteen (13)
Total Processing Time:	Within 15 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Client	1.1 Initial interview of the complainant	None	10 minutes	GRS Focal
	1.2 Fill-out of Grievance Form		10 minutes	GRS Focal
	1.3 Data encoding of client's profile		5 minutes	GRS Focal
	1.4 Validating information to concerned Province		1 day	GRS Focal/ Fact-Finding Committee
	1.5 Provide update or feedback to the complainant		1 day	GRS Focal
Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint	1.1 Endorsement of grievance to GRS Focal	None	5 minutes	RPC
	1.2 Provide initial feedback to the concerned complainant		1 day	GRS Focal
	1.3 Verify the complaint		2 days	GRS Focal/ Fact-

Hotline, and other institutions	to the concerned staff/provincial office			<i>Finding Committee</i>
	1.4 Provide final feedback to the concerned complainant		2 days	<i>GRS Focal</i>
Grievances received through Email, social media, phone calls and sms	1.1 Endorsement of grievance to GRS Focal	None	5 minutes	<i>RPC</i>
	1.2 Provide initial feedback to the concerned complainant		1 day	<i>GRS Focal</i>
	1.3 Verify the complaint to the concerned staff/provincial office		2 days	<i>GRS Focal/ Fact-Finding Committee</i>
	1.4 Provide final feedback to the concerned complainant		2 days	<i>GRS Focal</i>
TOTAL			Within 15 working days	

10. Resource Person on Social Marketing

Attend to media to facilitate interviews or to act as spokesperson, or serve as link between clients (who are referrals from media or complaint is taken from social media) to appropriate section/division/program. Provide initial information/give media collaterals, if any. Also extend help to clients referred by media.

Office or Division:	Social Marketing Section- Office of the Regional Director		
Classification:	Simple Non-Frontline Service		
Type of Transaction:	Transaction is facilitative or assistive in nature by linking with appropriate person or office re: concerns of media/clients.		
Who may avail:	Government & Private Media Representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
I.D. of Media Representative or phone call to inform SMU of purpose of interview/details needed or referral letter from media introducing the client and indicating complaint/grievance of client and what help is needed.		From requesting party	
Total No. of Steps:	Three (3)		
Total Processing Time:	Within 2 hours and 15 minutes		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DSWD or call R.I.O./S.M.O. (for media interviews)	1.1. Know the data needed; provide preliminary information if available/give media collaterals.	None	15 minutes	<i>Regional Information Officer (RIO) or Social Marketing Officer (SMO)</i>
	1.2. Bridge media to concerned personnel. Note: Processing time may vary depending on the availability of the interview. However, there are cases that processing time is shorten that can be completed within 15 minutes (if the speaker is the DSWD Regional Information Officer/Social Marketing Officer)	None	1 hour maximum	<i>R.I.O./S.M.O.</i>
2. Bring informal letter from media or let media call SMU – for MEDIA REFERRALS	2.1. Ask preliminary information from client or media (if phone call)	None	15 minutes	<i>R.I.O.; S.M.O.</i>
3. Write query or comment at DSWD Field Office 08 page.	3.1. Ask initial information or clarification about the issue.	None	15 minutes	<i>SMU Staff</i>
	3.2. Seek answers from concerned section/personnel	None	30 minutes	<i>SMU Staff</i>
TOTAL			Within 2 hours and 15 minutes	

11. Social Technology Section

11.1. Pilot Testing of New Social Technology

The newly developed social technology by Social Technology Bureau is being piloted in a maximum 3 regional offices having the prevalence of sectoral issues being responded by the Local Government Unit.

Office or Division:	Social Technology Section Office of the Regional Director
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Classification:	Under Exemption Non-Frontline Service	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Not Applicable		Not Applicable
Total No. of Steps:	Four (4)	
Total Processing Time:	Two (2) Years	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Social Technology Bureau will communicate to the regional office for notification of pilot testing newly developed social technology	1.1. Receive and record the communication and forward the document to Regional Director	None	30 mins	Records Section
	1.2. Route the document with instruction from office of the Regional Director to Social Technology Unit with		30 mins	<i>Admin. Staff of ORD and STU</i>
	1.3. STU Head take action on the instruction of Regional Director and discuss with RD the necessary preparations for the pilot testing		With-in 2 days from receipt of the communication	<i>STU Head and Regional Director</i>
	1.4. Screening of Pilot LGU based on criteria set by STB		7-10 days	<i>STU Head</i>
	1.5. Communicate to potential pilot LGU regarding the new social technology		30 mins.	<i>STU Head</i>
	1.6. Conduct of initial orientation of social technology to be piloted to key person in the LGU (Mayor, V-Mayor, SB Members, Head of Offices)		1 day	<i>STU Head</i>
2.) Expression of interest of the potential pilot LGU	2.1. Secure the issuance of SB Resolution authorizing the LCE to enter MOA with DSWD Field Office for the pilot implementation of particular social technology.	None	2 wks to 1 month	<i>MSWDO, STU Head,</i>
	2.2. Preparation for MOA Signing		3 wks	<i>STU Head, STU admin., MSWDO</i>
	2.3. Launching and MOA Signing for pilot implementation		4 hrs.	<i>DSWD FO VIII – STU and SMS, LGU</i>

3.) LGU implements the pilot test of social technology	3.1. Conduct coordination meetings, establish partnership with stakeholders, provide services , conduct trainings, provide technical assistance and monitoring	None	24 months	LGU, DSWD STU and STB and other stakeholder
	3.2. Post evaluation of the pilot testing - Conduct Program review - Conduct on site program evaluation including video documentation - Conduct Exit Conference		3 days 3 days 1 day	
	3.3. Formulation of final program design and implementation guidelines		2 months	
4.) Issuance of SB Resolution for the adoption of completed Social Technology	4.4. Conduct MOA signing for the adoption of completed Social Technology	None		
TOTAL			Completion of the project is within 2 years	

11.2. Promotion and Social Marketing of Completed Social Technology

The completed social technology will be popularize, marketed/ promoted to LGUs and other stakeholder for replication of a particular completed social technology and to improve the delivery of services of the LGU.

Office or Division:	Social Technology Section Office of the Regional Director		
Classification:	Under Exemption Non-Frontline Service		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Local Government Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Not Applicable		Not Applicable	
Total No. of Steps:	Two (2)		
Total Processing Time:	Two (2) Months and Ten (10) Days		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. LGU Expression of Interest to implement social technologies	1.1. Assessment of prevailing sectoral issues / problem confronting LGUs vis-à-vis completed social technology	None	2 days	
	1.2. Identification of completed social technologies that respond to LGU prevailing sectoral issues/ problem			
	1.3. Preparation and approval of Project Proposal for LSWDO Forum		3 days	STU, IDD, ORD, Budget Section
	1.4. Procurement for the provision of the forum		20 days	
	1.5. Preparation of other logistical requirement of the LSWDO Forum ➤ Materials Invitation		3 days	STU Head and Admin. Staff
	1.5. Conduct of LSWDO Forum for the orientation of completed Social Technologies		With-in 2 days from receipt of the communication	STU Head and Regional Director
2.) Submission of Expression of Interest to replicate	2.1. Receipt of Expression of Interest, consolidation and prioritization of LGU for visit	None	1 day	STU Head
	2.2. Coordination with MSWDO and scheduling of visit		30 mins.	STU Head
	2.3. Consultation and lobbying to the LCE, V, M-Mayor & SB Members for the replication of Social Technology		1 day	STU Head
	2.4. Secure the issuance of SB Resolution authorizing the LCE to enter MOA with DSWD Field Office for the pilot implementation of particular social technology.		2 weeks to 1 month	MSWDO, STU Head, SB Members and V-Mayor
	2.5. Preparation for MOA Signing		3 weeks	STU Head, STU admin., MSWDO

	2.6. MOA Signing for the replication of completed social technology		4 hours	DSWD FO VIII – STU and SMS, LGU
TOTAL			Two (2) Months and Ten (10) Days	

11.3. Technical Assistance to Intermediaries

Provision of technical assistance and capability building to intermediaries on how to implement the replicated social technology of the LGU.

Office or Division:	Social Technology Section Office of the Regional Director		
Classification:	Under Exemption Non-Frontline Service		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Local Government Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Not Applicable		Not Applicable	
Total No. of Steps:	Two (2)		
Total Processing Time:	One (1) Month and Six (6) Days		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of Expression of Interest to replicate	1.1. Receipt of Expression of Interest, consolidation and prioritization of LGU for visit	None	1 day	STU Head
	1.2. Planning for LGU visit		1 days	STU Head and Admin. Staff
	1.3. LGU visit – provision of technical assistance		1-3 days	STU Head and Regional Director
2.) MOA signed for the replication of social technology	2.1. Preparation and approval of Project Proposal for LSWDO Forum -Procurement for the provision of the forum	None	3 days 20 days	STU, IDD, ORD, Budget Section
	2.2. Preparation of other logistical requirement of the LSWDO Forum ➤ Materials Invitation		3 days	STU Head and Admin. Staff
	2.3. Conduct of Capability Building of LGU implementers replicating completed social technology		5 days	STU head and admin. Staff, Resource Persons, STB
TOTAL			One (1) Month and Six (6)	

		Days
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12. Social Pension Program

12.1. Provision of Monthly Stipend to Indigent Senior Citizen

Provision of monthly stipend to the indigent senior citizens amounting to Php. 500.00 monthly per RA 9994 or the Expanded Senior Citizens Act 2010.

Office or Division:	Social Pension Program Protective Services Division	
Classification:	Frontline Service	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Indigent Senior Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If claimed personally by the senior citizen		
1. Original OSCA ID	OSCA Office/ MSWDO	
2. 4 photocopies of OSCA ID		
If claimed by authorized representative		
1. Original OSCA ID	OSCA Office/ MSWDO	
2. 4 photocopies of OSCA ID		
3. Original claimants valid ID		
4. 4 photocopies of claimants valid ID		
5. 2 original copy of Special Power of Attorney	Lawyer	
6. 2 photocopies of Special Power of Attorney		
7. 4 copies Warranty Release from Liability	DSWD Field Office 8	
Deceased beneficiary		
1. Original OSCA ID	OSCA Office/ MSWDO	
2. 4 photocopies of OSCA ID		
3. Original claimants valid ID		
4. 4 photocopies of claimants valid ID		
5. 2 original copies of Death Certificate or 1 original copy of Death Certificate and 1 CTC of Death Cert.	LCR	
If claimed by spouse (additional requirements)		
1. 2 original copies of Marriage Contract or 1 original copy of Marriage Contract and 1 CTC of Marriage Contract and 2 photocopies of Marriage Contract	LCR	
If claimed by sibling or child (additional requirements)		
1. 2 original copies of Live Birth or Baptismal Certificate or 1 original copy of Live Birth or Baptismal Certificate and 1 ctc of Live Birth or Baptismal Certificate and 2 photocopies of Live Birth or Baptismal Certificate	LCR	
Total No. of Steps:	Four (4)	
Total Processing Time:	Fifteen (15) minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senior citizen must present their OSCA ID	1.1 Check if client's name appears in the Certificate of Eligibility 1.2 If not, senior citizen cannot proceed to other steps. 1.3 If yes, check if there are discrepancies of names, birthdates and address versus in the Certificate of Eligibility 1.4 If there are discrepancies, prepare a Certification of one and the same person writing the name/birthday/address on the CE vs OSCA ID 1.5 If there are no discrepancies, proceed to Step 2	None	3 minutes	<i>SPPMO Staff/ Verifiers</i>
2. Senior citizens shall submit their documentary requirements to verifiers	2.1 Check as to the completeness of requirements 2.2 If incomplete requirements are presented, let the senior citizen comply the lacking docs. 2.3 If complete requirements are presented, SPPMO staff/ verifiers shall stamp, affix his/her signature in the documents and can proceed to Step 3	None	4-5 minutes	<i>SPPMO Staff/ Verifiers</i>
3. Senior citizen will proceed to the payroll masters	3.1 Ensure to let the senior citizen sign in the payroll that corresponds to the amount he/she will receive	None	2-3 minutes	<i>SPPMO Staff/ Payroll Masters</i>
4. Senior citizen will proceed to the SDO	4.1 Ensure to pay the senior citizen that correspond to the amount he/she will receive	None	2-3 minutes	SDO

TOTAL		14 minutes	
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12.2. Pay-out Centennarian

Provision of Cash Gift to centenarian amounting to Php. 100,000.00 in recognition of his/her longevity per RA 10868 or the Centenarians Act of 2016.

Office or Division:	Social Pension Program Protective Services Division		
Classification:	Frontline Service		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For living centenarian: 2 COPIES EACH DOCUMENT			
1. Photocopy of OSCA ID certified true copy by the OSCA Head		OSCA	
2. Original or Certified True Copy of Birth Certificate <i>In the absence of the birth certificate, client will provide any two of the following secondary documents:</i>		LCR/ PSA	
a. Marriage Certificate of the Centenarian		LCR/ PSA	
b. Birth Certificates of children borne by/of the centenarian		LCR/ PSA	
c. Affidavits executed by at least two disinterested persons with personal knowledge of centenarian's actual age or date of birth		Lawyer	
d. Old School or Employment records showing date of birth of centenarian		Old School/ Former Employment Agency	
e. Baptismal and/or Confirmation records of centenarian certified by the parish church		PARISH CHURCH or other religious denomination	
For deceased centenarian: 2 COPIES EACH DOCUMENT			
1. Any one of the following documents of the Centenarian in original or Certified true copy:			
a. Birth certificate		LCR/PSA	
b. Baptismal or Confirmation		Parish Church or Other religious denomination	
c. Marriage Certificate		LCR/PSA	
d. Old school record		School	
e. Old employment record		Former Employment Agency	
f. Any other document that will prove the deceased centenarian's age eligibility at the time RA 10868 took effect			
2. Original or Certified true copy of Death certificate of the deceased centenarian		LCR/ PSA	

3. Copy of I.D. of the nearest surviving relative	Government agencies issuing an identification cards (e.g. SSS, NBI, Philhealth and among others) LCR or PSA
4. Original or Certified true copy of Birth certificate of the nearest surviving relative and other relevant documents that would establish the relationship to the deceased centenarian	LCR/ PSA
5. Special Power of Attorney in case there are various nearest surviving relative (e.g. children) authorizing one of them to receive the centenarian gift in behalf of all of them	Lawyer
6. Warranty and release from liability form	DSWD FO 8 (Centenarian Program)
Total No. of Steps:	Two (2)
Total Processing Time:	Four (4) working days and 16 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and record the documents of the client	None	2 minutes	<i>SPPMO Admin. Staff</i>
	1.2 Forward the documents to the program in-charge	None	1 minute	<i>SPPMO Admin Staff</i>
	1.3 Review the documents and update the Centenarian database	None	3 minutes	<i>PDO</i>
	1.4 Prepare Certificate of Eligibility, ORS and DV	None	10 minutes	<i>PDO</i>
	1.5 Facilitate approval of Certificate of Eligibility	None	3 days	<i>Focal/ Division Chief/ Regional Director</i>
	1.6 Facilitate approval of ORS and DVs	None		<i>GASS</i>
	1.7 Issuance of cheques to centenarian	None		<i>GASS</i>
2. Receive the centenarian gift	2.1 Deliver the cheque to centenarian	None	1 day	<i>PDO</i>
	2.2 Assist the centenarian to sign the Acknowledgement Receipt and award the Letter of Felicitation signed by the President	None		<i>PDO</i>
	2.3 Photo documentation	None		<i>PDO</i>

TOTAL		Four (4) working days and 16 minutes
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13. Supplementary Feeding Program (SFP)

Republic Act No. 11037 otherwise known as the “Masustansiyang Pagkain para sa Batang Pilipino Act” of 2019 mandates the Department of Social Welfare and Development (DSWD) and Department of Education (DepEd) to implement the Supplementary Feeding Program (SFP) and the School-Based Feeding Program (SBFP) respectively to address under nutrition among Filipino children.

Provision of food to supplement energy and other nutrients missing from the diet of those who have special nutritional requirements to prevent or alleviate malnutrition through reducing the nutrient gap between an individual’s actual consumption and his/her requirement.

Office or Division:	Supplementary Feeding Program Protective Services Division
Classification:	Under Exemption Non-Frontline Service
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> ✓ Day Care Children, ✓ 2-4 year-old children in Supervised Neighborhood Play (SNP) ✓ 3-4 year-old children enrolled in Child Development Center (CDC) ✓ 5-year old children not enrolled in the DepEd preschool children but enrolled in CDCs and ✓ 5-12 years old malnourished children outside the Child Development Center(CDC)
CHECKLIST OF REQUIREMENTS	
1. Project Proposal	Local Government Unit (LGU)
2. Masterlists of Child Beneficiaries	
3. Memorandum of Understanding (MOU)	
4. Sangguniang Bayan (SB) Resolution	
Total No. of Steps:	Seven (7)
Total Processing Time:	4 months, 12 hours and 10 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary Requirements	1.1 Receive and review as to correctness and completeness of documentary requirements submitted by the LGU	None	10 minutes	<i>Social Welfare Officer and Administrative Assistant</i>
	1.2 Conduct of complete procurement	None	4 months	<i>Regional Office Procurement</i>

	process at the Regional Office based on the specification, computation and assessment of the food commodities to be distributed to the implementing LGU.			<i>Section, Bids and Awards Committee & Secretariat</i>
2. Ensure readiness and availability of storage facilities and other local counterpart of the LGU needed in the program implementation.	2.1 Delivery and Distribution	None	8 hours	<i>Assigned Social Welfare Officer, Winning Supplier, MSWDO and LGU Representative</i>
	2.2 Conduct of actual delivery of assorted food commodities in coordination with the local government and the identified supplier/service provider. Note: <ul style="list-style-type: none"> ❖ Allocation is food for 2 weeks consumption per delivery for 120 days. ❖ Delivery period maybe extended based on the distance/location of the receiving LGU. 			
3. Acknowledge receipt of the delivery of assorted food commodities	3.1 Conduct Inspection and verification of delivered food commodities based on approved specifications and quantity in coordination with FO designated inspectors supported by a signed Inspection and Acceptance Report (IAR).	None	1 hour	<i>DSWD Inspector and SFP Staff In-charge</i>
4. Actual Feeding	4. Conduct actual visit to monitor feeding activities at Child Development Center (CDC)	None	3 hours	<i>Assigned Social Worker, Day Care Center Worker, MSWDO</i>
TOTAL			4 months, 12 hours and 10 minutes	

14. Adoption Resource and Referral Section (ARRS)

14.1. Issuance of Regional Adoption Clearance (RAC), Pre-adoption Placement Authority (PAPA), and Certification of Consent to Adoption (CA)

Regional Adoption Clearance (RAC) refers to a written document issued by DSWD FO indicating that all opportunities of finding a suitable Filipino or qualified Prospective Adoptive Parents (PAPs) in the region has been exhausted and the children was not matched during the regional matching conference, hence, he/she is now recommended for Interregional Matching and endorsed to the DSWD – Central Office for issuance of Inter-Country Adoption clearance, in accordance with Section 19 and 20 of the Implementing Rules and Regulations (IRR) of the Republic Act 8552.

Office or Division:	Adoption Resource and Referral Section Protective Services Division	
Classification:	Under Exemption Frontline Service	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens	
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs); Local Government Units (LGUs) and Field Office (FO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Child’s Dossier		
For Surrendered Children		
1. Endorsement (original copy)	DSWD FO	
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	DSWD FO / Child Caring Agencies (CCAs) / Child Placing Agencies (CPAs) / Local Government Units	
3. Birth Certificate (3 SECPA copies)	Philippine Statistics Authority (PSA)	
4. Original copy of the Certification Declaring the Child as Legally Available for Adoption (CDCLAA), numbered	DSWD Central Office (CO)/DSWD Field Office	
5. Notarized Deed of Voluntary Commitment (DVC) of the birthparents (original copy)	DSWD FO/Child Caring Agencies (CCAs)/ Child Placing Agencies (CPAs)/Local Government Units To be executed by the child’s birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC	
6. Original Copy of the Certificate of Authority for a Notarial Act (CANA)	RTC Judge	

7. Health and Medical Profile (original copy; updated within the last 6 months or more recent if there is a significant progress/development in the child's medical condition)	Government Physician
8. Psychological Evaluation Report (if child is 5 years old and above; original copy)	Government Psychologist
9. Recent Photograph	PAPs/CCAs/CPAs
10. Child's Profile	P/C/MSWDO/CCAs/CPAs/DSWD FO
11. Notarized Consent for Adoption (if 10 years old and above)	Adoptive child/ren
For Abandoned/Founding/Neglected Children	
1. Endorsement (original copy)	DSWD FO
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	DSWD FO/CCAs/CPAs/LGUs
3. Birth Certificate (3 original SECPA copies), for Abandoned Children	Philippine Statistics Authority (PSA)
4. One (1) Original copy of the Certification Declaring the Child as Legally Available for Adoption (CDCLAA), if non-relative case	DSWD Central Office (CO)/DSWD Field Office
5. Health and Medical Profile (original copy; updated within the last 6 months or more recent if there is a significant progress/development in the child's medical condition)	Government Physician
6. Child's Profile, for founding	P/C/MSWDO/CCAs/CPAs/DSWD FO
7. Psychological Evaluation Report (if child is 5 years old and above)	Government Psychologist
8. Recent Photograph	PAPs/CCAs/CPAs/
9. Consent for Adoption (if 10 years old and above)	Adoptive child/ren
10. Notarized Petition (for Neglected Children)	
11. Other document such as: <ul style="list-style-type: none"> • Copy of the valid ID used by the child's birth parents/relatives • Copy of marriage certificate or Certificate of No Marriage of the birthparents • Death Certificate of Birth Parent/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or 	

<p>diagnosed to be intellectually challenged)</p> <ul style="list-style-type: none"> • DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparent/s to establish the relationship of the child's birth mother and maternal grandmother) • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) • Family Genogram with Birth Certificate/s • Notarized Oath and Undertaking by the guardian/ relative 	
<p>For relative adoption:</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned, and neglected children, except for the CDCLAA. <ul style="list-style-type: none"> a. Form to be filled up for the Notarized Oath and Undertaking by the guardian / relative. b. Family Genogram with Birth Certificate/s <p>For cases of Children with Finalized Domestic Adoption</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous document/s submitted 	

with the following: <ol style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality / Entry of Judgment c. New Birth Certificate (Original SECPA Copy) d. Photograph of the Child with the Adoptive Parents 	
B. Prospective Adoptive Parent's (PAPs) Dossier	
1. Home Study Report (HSR)	DSWD FO
2. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA)	Philippine Statistics Authority (PSA)
3. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant	
4. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old	
5. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report	
6. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	
7. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report	
8. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment,	

Bank Certificate or Statement of Assets and Liabilities	
9. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years)	
10. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application	
C. Additional Requirements for Foreign Nationals	
<p>11. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p> <p>For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry</p>	

Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAPs' country of origin.	
12. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	
13. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	
14. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	
15. Affidavit of Temporary Custody	
For relative adoption: <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned and neglected children, except for the CDCLAA. c. Form to be filled-up for the Notarized Oath and Undertaking by the guardian/relative d. Family Genogram with Birth Certificate/s For cases of Children with Finalized Domestic Adoption <ul style="list-style-type: none"> • Same as the requirements stated in the previous document/s submitted with the following: <ul style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality/ Entry of Judgment c. New Birth Certificate (original/SECPA 	

copy) d. Photograph of the Child with the Adoptive Parents	
Total No. of Steps:	One (1)
Total Processing Time:	29 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of child's and PAPs' dossiers to the Field Office for regional matching conference by the CCAs/CPAs/DSWD RCFs/LGUs	<p>Upon receipt of the child and PAPs' dossiers by the Field Office, the ARRS social workers who act as Secretariat to the matching conference shall conduct the following:</p> <p>1.1. Review case/home study reports and other documentary requirements and make assessment and recommendation on the case within two (2) days upon receipt of the child and PAPs dossier.</p> <p>Inform the concerned residential care facility/CCA/CPA on the comments through an official letter or memorandum within three (3) days from the receipt of the dossier, in case of discrepancies/inc onsistencies of information in the Child/Home Study Report or</p>	None	<p>Within two (2) days</p> <p>Within three (3) days</p>	<p>ARRS social workers</p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and approval of the Regional Director</i></p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and approval of the Regional Director</i></p>

	<p>any of the requirements. Submission of the requested/required documents by the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department. In case the required documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the agency/facility to the Regional Director.</p> <p>Dossier of child/ren and PAPs received by the FO beyond 7 working days prior to the scheduled matching conference shall be tabled in the next scheduled matching.</p> <p>1.2. Recommend the presentation of a child/ren to the matching committee to exhaust regional placement.</p>		<p>Within three (3) days</p>	<p>CCAs/CPAs</p> <p>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO signed by the Regional Director</p> <p>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO signed by the Regional Director</p>
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	<p>1.2. a. Dossiers of children and PAPs not matched at the regional level after second presentation shall be endorsed to the Central Office within three (3) days from the date of the matching conference for review and as recommended for interregional matching.</p> <p>1.2. b. Children below three years old may be presented more than twice in the regional matching to exhaust local placement.</p> <p>1.2. c. Endorse immediately the dossiers of children, cited in this guideline under General</p>		<p>Five (5) days before the matching schedule</p> <p>At least three (3) days</p>	
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	<p>Policy No. 8, to the Central Office if not matched during the first presentation .</p>		At least three (3) days	
	<p>1.3. Prepare roster of children and PAPs available for regional matching conference, if the Child/Home Study Report and documentary requirements are sufficient in form and in substance five (5) days before the matching conference.</p>			
	<p>1.4. Inform and invite the managing social worker through an official letter or memorandum to the Head of Agency/Office at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p>		At least five (5) working days	
	<p>1.5. Inform/invite the members of</p>		Two (2) days	

	<p>RCWSG to the matching conference at least three (3) days before the matching conference. If the principal RCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference. Ensure a quorum of the RCWSG members (three members out of five), together with an ARRS staff as the secretariat, to proceed with the matching conference.</p> <p>1.6. Provide the RCWSG members advance copies of dossiers of children/PAPs for their review at least five (5) working days before the matching schedule.</p> <p>1.7. Conduct the regional matching conference at least twice a month, but not exceeding four times a month.</p>			
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	<p>1.8. The FO shall provide the Central Office through electronic mail the result of the regional matching conference two (2) days after the said regional conference, including the names of the children and PAPs that were matched for monitoring purposes.</p> <p>1.9. Facilitate the signing of Certificate of Matching for children matched by the RCSWG members immediately after the matching conference and endorse the same to the Regional Director or his/her duly authorized representative for his/her approval.</p> <p>The result of the matching shall only be final upon approval of the Regional Director.</p> <p>For cases of children not</p>		<p>Within the day</p> <p>Within two (2) days</p>	
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	<p>matched, a Regional Clearance for interregional matching together with the child's dossier shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional Director.</p> <p>1.10. All relative intercountry adoption cases shall not be presented in the regional matching conference and shall be issued with Regional Clearance based on a favorable assessment and recommendation by the social worker managing the case.</p> <p>1.11. Facilitate the approval of the PAPA by the Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPs and</p>			
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	<p>endorse to DSWD residential facilities/CCA/C PAs concerned.</p> <p>If any party declines/oppose s the proposed placement of the child to the PAPs as recommended by the RCWSG, the secretariat shall inform the managing social worker of the PAPs to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall be based on the evaluation of the Regional Director or his/her duly authorized representative.</p> <p>1.12. Facilitate the issuance of Certificate of Consent to Adoption approved/signed by the FO Regional Director. The Final Post- Placement Supervisory Report shall be</p>			
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	<p>attached to the said document, which will be submitted to the court for the finalization of the adoption.</p> <p>1.13. There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the Department.</p> <p>1.14. Coordinate closely with the PAP/s social worker who monitors the</p>			
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	movement of the case until such time that the Adoption Decree and Certificate of Finality are issued from the court. Once the Adoption Decree, Certificate of Finality and new Birth Certificate of the child are secured, the Central Office and the child's social worker shall be furnished a copy of the said documents to consider the case closed.			
TOTAL		None	29 working days	

14.2. Endorsement of Dossiers to PSB for Issuance of Certification Declaring a Child as Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child as Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child as legally available for adoption. It is the primary evidence that the surrendered, abandoned, neglected or dependent child is legally available for adoption, either in domestic or in an inter-country adoption proceeding, except for the following proceedings in court:

1. Adoption of an illegitimate child by any of his/her biological parent
2. Adoption of a child by his/her step-parent
3. Adoption of a child by a relative within the fourth (4th) degree of consanguinity or affinity.

Office or Division:	Adoption Resource and Referral Section Protective Services Division
Classification:	Under Exemption (beyond 20 working days with justification)
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2C – Government to CCAs/CPAs

Who may avail:	All Provincial / City or Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and DSWD Residential Care Facility (RCF)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned, Neglected or Foundling Children:		
1. Notarized Petition	Head of Provincial/City or P/C/MSWDO; CCA; CPA; DSWD RCF	
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	Licensed Social Worker from P/C/MSWDO; CCA; CPA; DSWD RCF	
3. Written Certification from radio/television (aired in three different occasion)	Radio or TV Station	
4. One (1) Newspaper publication in general circulation	Newspaper Publication	
5. Either of the following: ✓ Police Report/Blotter ✓ Barangay Certification ✓ Certified True Copy of tracing report issued by Philippine National Red Cross (PNRC)	- Police Station where the child was found/abandoned - Barangay where the child was found/abandoned - Philippine National Red Cross (PNRC)	
6. Returned Registered mail or copy of the letter with Registry Receipt	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
7. Birth/Foundling Certificate	Philippine Statistics Authority (PSA)	
8. Child's Profile	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
9. Recent whole body photograph (captioned with date when it was taken)	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
10. Photograph of the child upon admission/abandonment	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
11. Notice of Petition	Regional Director of the DSWD Office where the petition was filed	
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc., who caused the posting ordered by the DSWD Director	
13. Letter of Recommendation to the DSWD Secretary	DSWD Regional Director	
For Surrendered Children:		
1. Letter of Recommendation to the DSWD Secretary	DSWD Regional Director	
2. Letter of Application (from CCA/LSWDO requesting for issuance of CDCLAA	P/C/MSWDO; CCA; CPA; DSWD RCF	
3. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development on the case)	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	

4. Notarized Deed of Voluntary Commitment (DVC)	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
5. Original Copy of the Certificate of Authority for a Notarial Act (CANA)	RTC Judge
6. Certified True Copy of Birth Certificate	PSA
7. Recent whole body photograph (captioned with date when it was taken)	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF
8. Photograph of the child upon relinquishment/admission to agency	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF
9. Other document such as: <ul style="list-style-type: none"> • Copy of the government issued ID of the witnesses in the DVC. • Copy of the government issued ID of the handling social worker • Death Certificate of Birthparents/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ reported or diagnosed to be intellectually challenged) • DVC of husband (if child was born out of extra-marital affair) • Copy of Marriage Certificate or Certificate of No Marriage (if necessary) • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • Affidavit of Two Disinterested Person/s (if the informant in the 	

child's birth certificate is not the child's birthmother) For cases of Involuntarily Committed Children (IVC) that were filed in court <ul style="list-style-type: none"> Certified True Copies of all documents previously submitted in court together with the Court Decision and Finality 	
*Per DSWD Administrative Order No. 12, s. of 2011 or the <i>Guidelines for the issuance of the DSWD Certification</i> , additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.	
Total No. of Steps:	One (1)
Total Processing Time:	For Abandoned/Foundling Children: 15 working days For Surrendered Children: 7 working days For Neglected Children: 7 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Abandoned/Foundling Children:				
1. Upon Petition to the DSWD FO from CCAs/CPAs/DSWD RCFs/LSWDOs	1. The Adoption Resource and Referral Unit (ARRU) shall review and examine the petition if sufficient in form and substance, together with other documentary requirements. If found lacking/with discrepancies of information in the Child Study Report or any of the requirements, a formal letter shall be sent to the Petitioner and he/she will be required to submit the same within fifteen (15) days from receipt of the memorandum/letter from the Department. If found complete and compliant, the Petition shall be forwarded to the Regional Director, who shall order the posting through the P/C/MSDWO to post the Notice of Petition in the locality where the child was first found.	None	Three (3) working days	ARRS social workers <i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i>
	2. Posting of notice of	None	Five (5) working days	LSWDO, Barangay, Health

	<p>petition & picture in conspicuous places in the locality where the child was found.</p> <p>3. Certificate of Posting shall immediately be issued by the authority who effected the actual posting and submit it to the LSWDO, who will transmit the same to the Regional Director after the period of posting has been completed.</p> <p>4. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation.</p> <p>5. From the time the Regional Director signs the recommendation, he/she shall forward the same with the original supporting documents to the DSWD-Central Office.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>Within the day after the period of posting</p> <p>Five (5) working days</p> <p>Two (2) working days</p>	<p><i>Center, Police Station, etc. where the child was found.</i></p> <p><i>LSWDO, Barangay, Health Center, Police Station, etc., who caused the posting ordered by the Regional Director</i></p> <p><i>Regional Director</i></p> <p><i>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
TOTAL		None	15 working days	
For Surrendered Children:				
1. Upon Application to the DSWD FO from CCAs/CPAs/D SWD RCF/LSWDOs	1. The ARRU shall review and examine the Application together with the supporting documents. If found lacking/with discrepancies of information in the Child Study Report or any of the requirements, a formal letter shall be sent to the applicant/s and he/she will be required to submit the same within fifteen (15) days from	None	Three (3) working days	<p><i>ARRS social workers</i></p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>

	<p>receipt of the memorandum/letter from the Department.</p> <p>2. If found complete and compliant, the Application shall be forwarded to the Regional Director, who shall render his/her recommendation.</p> <p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the he/she signs the recommendation.</p>	<p>None</p> <p>None</p>	<p>Two (2) working days</p> <p>Two (2) working days</p>	<p><i>Regional Director</i></p> <p><i>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
TOTAL		None	7 working days	
For Neglected Children:				
1. Upon Petition to the DSWD FO from CCAs/CPAs/D SWD RCF/LSWDOs	<p>1. The ARRU shall review the Petition together with the supporting documents. If found lacking/with discrepancies of information in the Child Study Report or any of the requirements, a formal letter shall be sent to the Petitioner and he/she will be required to submit the same within fifteen (15) days from receipt of the memorandum/letter from the Department.</p>	None	Three (3) working days	<p><i>ARRS social workers</i></p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
	<p>2. If found complete and compliant, the Petition shall be forwarded to the Regional Director shall render recommendation on the Petition.</p>	None	Two (2) working days	<i>Regional Director</i>
	<p>3. The Regional Director shall transmit the same</p>	None	Two (2) working days	<i>ARRS staff, Initials of the</i>

	to Central Office-PMB from the time the he/she signs the recommendation			ARRS Head, Division Chief, ARDO and signed by the Regional Director
TOTAL		None	7 working days	

15. Provision of Financial Assistance to Persons Living with HIV

The provision of financial assistance, counselling and referral services are being provided by the sectoral or the Family Welfare Program of the Department. These services aim to alleviate the current condition of the clientele group and to respond to their immediate need.

Office or Division:	Community-Based Welfare Section- Family Welfare Program Protective Services Division
Classification:	Complex Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Persons Living with HIV and their Families who are indigent, vulnerable, disadvantaged and/or in crisis situation based on the worker's assessment.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Medical Assistance for Medicine/Laboratory Requests	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records.
2. Prescription/Laboratory Requests with name, license number and signature of the Physician.	Attending Physician from a hospital/ clinic
3. Certificate of Indigency	From the Barangay where the client is presently residing.
4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
5. Any Valid ID	Governmental or non-governmental agencies issuing an identification card
Food Assistance	
1. Any valid ID	Governmental or non-governmental agencies issuing an identification card
2. Barangay Certificate of Indigency	From the Barangay where the client is presently residing.
3. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
Educational Assistance	
1. Certificate of Enrollment/Entrance Slip	Registrar, Authorized staff from the school

2. Assessment Slip/Statement of Account for College students	
3. Certificate of Non-scholar	
4. Certificate of Indigency	From the Barangay where the client is presently residing.
5. Any Valid ID	Governmental or non-governmental agencies issuing an identification card
6. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
Burial Assistance	
1. Any Valid ID of the client/person to be interviewed	Governmental or non-governmental agencies issuing an identification card
2. Death Certificate/Certification from the Doctor or authorized medical practitioner, in the absence of a death certificate.	City/Municipal Hall, Hospital, Funeral Parlor or authorized medical practitioner
3. Funeral Contract	The authorized staff of the Funeral Parlor
4. Certificate of Indigency	From the Barangay where the client is presently residing.
5. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
Total No. of Steps:	Two (2)
Total Processing Time:	13 working days and 20 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit required documents for screening, interview, and assessment	1.1 Social Worker will check the presented requirements, if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply. 1.2 After the assessment if done, recommendations will be made based of the assessment of the client's need and problem.	None	15 minutes	CBWP Social Worker

	2. Preparation of DV, ORS and CE 2.1 Forwarding of DV, ORS and CE to CBWS Head for signature. 2.2 Forwarding of DV, ORS and CE to PSD Division Chief for signature.	None	3 days	CBWS Social Worker CBWS Head PSD Division Chief
	3. Forwarding of DV, ORS and CE to Budget Section for obligation and signature.	None	1 day	Budget Section Staff
	4. Forwarding of DV, ORS and CE to Accounting Section for signature.	None	5 days	Accounting Section Staff
	5. Forwarding of DV, ORS and CE to OARDO for signature.	None	1 day	Office of the ARDO
	Processing of documents at the Cash Section: 6. Forwarding of DV, ORS and other documents for check generation.	None	3 days	Cash Section Staff
	7. Releasing of Official Acknowledgment Receipt from the CBWS Social Worker.			
2. Client to claim the amount of assistance granted	8. Releasing of check at Cash Section.	None	5 minutes	Cashier
TOTAL		None	13 working days and 20 minutes	

16. Provision of Financial Assistance to Solo Parents

The provision of financial assistance, counselling and referral services are being provided by the sectoral or the Family Welfare Program of the Department. These services aim to alleviate the current condition of the clientele group and to respond to their immediate need.

Office or Division:	Community-Based Welfare Section- Family Welfare Program Protective Services Division
Classification:	Frontline Service
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Solo Parent and their children who are indigent, vulnerable, disadvantaged and/or in crisis situation based on the worker's assessment.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Medicine/Laboratory Requests		
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records.	
2. Prescription/Laboratory Requests with name, license number and signature of the Physician.	Attending Physician from a hospital/ clinic	
3. Certificate of Indigency	From the Barangay where the client is presently residing.	
4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)	
5. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card	
Food Assistance		
1. Any valid ID	Governmental or non-governmental agencies issuing an identification card	
2. Barangay Certificate of Indigency	From the Barangay where the client is presently residing.	
3. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)	
4. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card	
Educational Assistance		
1. Certificate of Enrollment/Entrance Slip	Registrar, Authorized staff from the school	
2. Assessment Slip/Statement of Account for College students		
3. Certificate of Non-scholar		
4. Certificate of Indigency	From the Barangay where the client is presently residing.	
5. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card	
6. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)	
Burial Assistance		
1. Any Valid ID of the client/person to be interviewed.	Governmental or non-governmental agencies issuing an identification card	
2. Death Certificate/Certification from the Doctor or authorized medical practitioner, in the absence of a death certificate.	City/Municipal Hall, Hospital, Funeral Parlor or authorized medical practitioner	
3. Funeral Contract	The authorized staff of the Funeral Parlor	

4. Certificate of Indigency	From the Barangay where the client is presently residing.
5. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
6. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card
Transportation Assistance	
1. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card
2. Certificate of Indigency	From the Barangay where the client is presently residing.
Total No. of Steps:	Two (2)
Total Processing Time:	13 working days and 20 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit required documents for screening, interview, and assessment	1.2 Social Worker will check the presented requirements, if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply.	None	15 minutes	CBWP Social Worker
	1.2 After the assessment if done, recommendations will be made based of the assessment of the client's need and problem.			
	2. Preparation of DV, ORS and CE	None	3 days	CBWS Social Worker
	2.1 Forwarding of DV, ORS and CE to CBWS Head for signature.			CBWS Head
	2.2 Forwarding of DV, ORS and CE to PSD Division Chief for signature.			PSD Division Chief
	3. Forwarding of DV, ORS and CE to Budget Section for obligation and	None	1 day	Budget Section Staff

	signature.			
	4. Forwarding of DV, ORS and CE to Accounting Section for signature.	None	5 days	<i>Accounting Section Staff</i>
	5. Forwarding of DV, ORS and CE to OARDO for signature.	None	1 day	Office of the ARDO
	Processing of documents at the Cash Section: 6. Forwarding of DV, ORS and other documents for check generation.	None	3 days	<i>Cash Section Staff</i>
	7. Releasing of Official Acknowledgment Receipt from the CBWS Social Worker.			
2. Client to claim the amount of assistance granted	8. Releasing of check at Cash Section.	None	5 minutes	<i>Cashier</i>
TOTAL		None	13 orking days and 20 minutes	

17. Recovery and Reintegration Program for Trafficked Person (RRPTP)

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

17.1 Provision of direct services to identified target beneficiaries of RRPTP

Office or Division:	Community-Based Welfare Section- RRPTP Protective Services Division
Classification:	Under Exemption Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	1. Victim – survivor of trafficking 2. Families of the victim – survivor of trafficking 3. Witnesses of cases of human trafficking
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Case Management	
1. Travel Documents	Bureau of Immigration
2. Valid IDs (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
3. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)	Hospital (Private or Public), Rural Health Unit and Clinics
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures)	
3. Barangay Certificate	Barangay Affairs Office
4. Valid ID for the client (if the client is minor any adult should facilitate the request and submit his / her Valid ID)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
5. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Educational Assistance	
1. School Registration and / or Certificate of Enrolment / Statement of Account for tertiary education	Respective Schools
2. Valid School ID (strictly for high school and college student)	
3. Valid ID of the parent or guardian - in case the beneficiary is a minor (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
4. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Skills Training	
1. Official receipt from the training school (TESDA/CHED accredited training school – if any)	TESDA/CHED accredited training school
2. Valid School ID	
3. Certificate of completion of the skills training / proof of completion	
4. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance,	

Medical Certificate..etc)	
1. Contract of Employment or any similar document which indicates that they are hired	Employer
2. Valid ID (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
3. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Financial Assistance for Livelihood	
1. Result of 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.	DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)
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. Thus, if the client is having difficulty in preparing the said proposal, the RRPTP Social Worker has improvised and prepared a template whom the client with the assistance of Local Social Worker/s will administer approved by the Regional Director.	
3. Valid ID (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
4. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Logistics Support During and Post-Rescue Operation of Victim – survivors of Trafficking	
1. Victim-survivors of trafficking during rescue operation, social workers are highly needed to provide psychosocial counseling and assist the victim – survivors of trafficking all throughout the process from the reintegration.	DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)
2. Provision of basic hygiene or toiletries kit after the rescue operation	
Provision of Temporary Shelter	
1. Victim-survivors of trafficking may be	DSWD Care and Residential Care Facilities

placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody	and other accredited residential facilities region wide
Support for Victim-survivors / Witness and Transportation Assistance	
1. Valid ID (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
2. Official receipt for the client's board and lodging	Business Establishments
3. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Total No. of Steps:	Two (2)
Total Processing Time:	82 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field Office VIII / Regional Office.	1.1 Assessment of the clients need	None	3 hours	RRPTP Social Worker
	1.2 Preparation of Social Case Study Report	None	10 working days	LSWDOs and / or RRPTP Social Worker
	1.3 Provision of the following assistance based on the assessment	None		
	CHECKS <ul style="list-style-type: none"> Skills Training Financial Assistance for Employment Financial Assistance for Livelihood Assistance Medical Assistance Educational Assistance Auxiliary Assistance (Support for the victim-survivors of trafficking/witness who may file, has filed cases and ongoing court cases)	None	44 days	RRPTP Social Worker
	NON-CHECKS <ul style="list-style-type: none"> Psychosocial Counseling Provision of Basic 	None		RRPTP Social Worker

	Hygiene and/ or toiletries Provision of temporary shelter			
2. Submission of Documentary Requirements for the Service/s to be availed	2.1 Screening of the submitted documents	None	1 hour	RRPTP Social Worker
	2.2 Processing of the assistance being sought (for lacking documents client/s will be given return slip for compliance and the assistance is still pending unless complete documents are submitted in the office – RRPTP Social Worker)	None	4 hours	RRPTP Social Worker
	<ul style="list-style-type: none"> Preparation of the Voucher (if financial related) Preparation of referral letter (if needs other program or support services) 	None		RRPTP Social Worker
	2.3 CBSS, PSD Chief and Asst. Regional Director for Operations recommend the provision of assistance for approval of the Regional Director	None	2 days	RRPTP Social Worker / CBSS/PSD Chief/ARDO
	2.4 Voucher will be forwarded to Budget Section to certify funds availability	None	1 day	RRPTP Social Worker /Budget Officer
	2.5 Accounting for assessment of the completeness of the documentary requirements	None	20 days	RRPTP Social Worker / processor at Accounting/Regional Accountant
	2.6 The Regional Director approved the provision of assistance to the victim-survivors of trafficking	None	3 days	The Regional Director
	2.7 Cash to prepare checks for financial	None	1 day	RRPTP Social Worker / Cash

	assistance of the victim-survivors of trafficking			Officer
	2.8 Releasing of the check/s of the financial assistance to client/s	None	1 hour	RRPTP Social Worker / Cash Officer
TOTAL		None	82 ays	

17.2. Provision of Resource Augmentation to LGUs with High Incidence of Trafficking

Office or Division:	Community-Based Welfare Section- RRPTP Protective Services Division		
Classification:	Under Exemption Frontline Service		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Communities with incidence of human trafficking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
LGU Augmentation			
1. Activity Proposal		LSWDOs	
2. Purchase Request, RIS, ABC, List of Participants and Menu		DSWD FO VIII- RRPTP	
Total No. of Steps:	Two (2)		
Total Processing Time:	38 working days and 7 hours		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU/LSWDOs will inquire for possible LGU Augmentation for the conduct of advocacy campaign on Anti-Trafficking in Persons and other related laws	1.1 Assessment of the LGUs for their eligibility or qualification of the Resource Augmentation	None	3 hours	RRPTP Social Worker
	1.2 Preparation of Activity Proposal	None	3 days	LSWDOs
	1.3 Preparation of other documentary requirements for procurement	None	1 hour	RRPTP Social Worker
2. Submission of Documentary Requirements for the Service/s to be availed	2.1 Screening of the submitted documents	None	1 hour	RRPTP Social Worker
	2.2 Processing of the documentary requirements for the assistance	None	1 hour	RRPTP Social Worker

	<ul style="list-style-type: none"> Preparation of PR, RIS, ABC, List of Participants and Menu 	None		
	2.3 CBSS, PSD Chief and Asst. Regional Director for Operations recommend the provision of assistance for approval of the Regional Director	None	2 days	<i>RRPTP Social Worker / CBSS/PSD Chief/ARDO</i>
	2.4 Activity Proposal will be forwarded to Budget Section and CAO to certify funds availability	None	2 days	<i>RRPTP Social Worker / Budget Officer</i>
	2.5 The Regional Director approved the Activity Proposal	None	3 days	<i>The Regional Director</i>
	2.6 Procurement Section to facilitate request for procurement of proposed activity	None	20 days	<i>RRPTP Social Worker and Procurement Section</i>
	2.7 Approval of Notice to Proceed and Purchase Order	None	3 days	<i>The Regional Accountant and Asst. Regional for Operations</i>
	2.8 Issuance of Conformed NTP & PO (there are instances that the end user/s facilitate to contact and ensure service provider/s to conform the said documents)	None	5 days	Procurement Section
	2.9 Contact the LGU/s regarding availability of approved NTP and PO in order to conduct the advocacy campaign.	None	1 hour	RRPTP Social Worker
TOTAL		None	38 ays and 7 hours	

18. Policy and Planning Section Transactions

18.1. Acquiring Social Welfare and Development (SWD) Data and Information (G2C)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

1. Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
2. Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
3. Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
4. Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
5. Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	
Letter of request	Where to Secure
Total No. of Steps:	Three (3)
Total Processing Time:	Two (2) working days and Seven (7) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Approach the designated administrative staff and fill in all the fields in the researcher's logbook located at the receiving area.	1. Give the researcher/s logbook.	None	2 minutes	<i>Administrative staff</i>
	2. Orient the researcher/s about the Research Protocol.	None	5 minutes	<i>Research Focal</i>
2. Endorsement to the Division/Section/Program Head or Focal.	3. Research Focal to prepare an endorsement letter to the concerned Division/Section/Program Head or Focal in order for the researcher/s to obtain the secondary data or for him/her/ them to conduct interviews, observations or surveys. 4. Send the endorsement to the concerned Division/Section/Program Head or Focal with attached Researcher's Feedback Form (Annex J) to be filled out by the researcher/s after the conduct of their data gathering. 5. Provide the researcher/s a copy of the endorsement letter.	None	1 working day	<i>Research Focal</i>
3. Coordinate with the Concerned Division/Section/Program where the research request was endorsed.	6. Assist the researcher in matters related to conduct of data-gathering activities	None	1 working day	<i>Research Focal</i>
TOTAL		None	2 working days and 7 minutes	

18.2. Acquiring Social Welfare and Development (SWD) Data and Information (G2G)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

- 18.2.1.1. Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
2. Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
3. Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
4. Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
5. Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	
Letter of request	Provided by the requesting party
Total No. of Steps:	Three (3)
Total Processing Time:	Five (5) working days and 30 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review the letter request received from the requesting agency upon receipt of the letter from Records Section or	1. Conduct review and verification of the request letter to identify what data is requested and if data are available	None	30 minutes	PDPS Technical Staff

through email.	from PDPS database.			
2. Preparation of the requested data	2. Coordinate with the concerned Division/Unit/Program M&E Focal the provision/submission of the requested data to PDPS using the templates provided by the requesting agency	None	3 working days	<i>PDPS Technical Staff</i>
3. Send the data to the requesting agency through email	3. Consolidate and finalize the provided data by the Divisions/Units/ Programs. 4. Send the finalized data to the requesting agency through email.	None	2 working days	<i>PDPS Technical Staff</i>
TOTAL			5 days and 30 minutes	

18.3. Approval of the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. **Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.**

Office or Division:	Policy and Plans Division (PPD)
Classification:	Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<ul style="list-style-type: none"> Letter of request Research Request Form (Annex C) Research Brief (Annex D) Copy of Chapter 1, 2 and 3 of the Research study Research Instrument/s 	Provided by the requesting party PDPS PDPS Provided by the requesting party Provided by the requesting party
Total No. of Steps:	Eight (8)
Total Processing Time:	Nine (9) working days, One (1) hour, Three (3) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located at the receiving area.	1. Give the researchers/s logbook 2. Orient the researcher/s about the Research Protocol and provide the requirements and forms (Annex C and D) with technical assistance in filling up forms.	None None	2 minutes 15 minutes	<i>Administrative Staff</i> <i>Research Focal</i>
2. Submit the required documents	3. Receive the required documents. 4. Initial review and assessment of the submitted requirements (and return documents to the researcher/s for revision)	None None	3 minutes 5 working days	<i>Research Focal</i> <i>Research Focal</i>
3. Recommend the Research Proposal for Approval	5. Research Focal to prepare endorsement to the Regional Director for approval/disapproval 6. Upon receipt of the approved/disapproved recommendation to conduct the research by the Regional Director, the researcher/s shall be notified.	None None	2 working days 5 minutes	<i>Research Focal</i> <i>Research Focal</i>
4. Secure from the Research Focal the approved/disapproved recommendation to conduct the	7. Provide the researcher/s copy of the endorsement and approved recommendation letter.	None	3 minutes	<i>Research Focal</i>

research				
5.Coordinate with the Concerned Division/Section/ Program where the research is to be conducted	8. Assist the researcher in matters related to conduct of data-gathering activities.	None	1 working day	<i>Research Focal</i>
6.Fill up the Researcher's Feedback Form (Annex J)	9. After data gathering, researcher/s shall fill up the Feedback Form and shall be scheduled for an exit conference.	None	5 minutes	<i>Research Focal</i>
7.Exit Conference/ presentation of the completed research	10. The exit conference shall be participated by the researcher/s, Research Focal, and division/section/program concerned and other staff involved in the data gathering	None	1 working day	<i>Research Focal Involved DSWD Staff Researcher/s</i>
8. Submit Completed Research Report	11. Receive the Completed Research Report	None	30 minutes	<i>PPD technical Staff or Research Focal</i>
TOTAL			9 days, 1 hour, and 3 minutes	

19. Standards Section Transactions

19.1. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individuals, Corporations, Organizations or Associations

Process of assessing the applicant person/individuals, corporations, organizations or associations eligibility to conduct fund raising campaign.

Office or Division:	Standards Section Policy and Plans Division		
Classification:	Complex (Frontline)		
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 		
Who may avail:	All eligible persons/individuals, corporations, organizations or associations desiring to solicit funds for charitable and public welfare purposes in one (1) region		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

A. For Corporations, Organizations or Associations desiring to solicit funds for charitable and public welfare purposes	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-001: Application Form</p>
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	<p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p>
3. One (1) Original Copy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	<p>Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p>

<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-002: Project Proposal</p>
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i></p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p>with intended beneficiary/recipients</p>
<p>7. One (1) Original Copy of approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment (for individual)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB-PS-F-004: Board Resolution</p> <p>DSWD-SB-PS-F-005: Pledge of Commitment</p>

<p>8. One (1) Original Copy of 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:</p> <p>8.1. Director of Private Schools- if for private school projects</p> <p>8.2. School Superintendent- if for public school projects</p> <p>8.3. Department of Health- if for medical and health projects</p> <p>8.4. Local Government Unit- if for provincial/city/municipal projects</p> <p>8.5. Bishop/Parish Priest/Minister or Head of any Sect- if church or religious projects for public & charitable purposes</p>	<p>with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>9. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by agency's auditor/bookkeeper</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-007: Fund Utilization Report</p>

<p>10. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>10.1. Ticket, Ballots, Cards and similar forms</p> <p>10.2. Donation Boxes, Coin Banks and other similar forms</p> <p>10.3. Benefits show such as fashion show, concert and similar activities</p> <p>10.4. Photo or Painting Exhibits and similar activities</p> <p>10.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>10.6. Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>10.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p>	<p>Please refer to https://www.dswd.gov.ph/issuances/MCs/MC 2014-017.pdf for the additional specific requirements for each methodology to be used.</p>
<p>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>
<p>1. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)</p>	<p>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</p>

1. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Hospital's Records Section or Attending Physician or Treatment Protocol
1. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-007: Fund Utilization Report

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	<i>Support Staff - Standards Section</i>
<i>STEP 2:</i> Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	<i>Receiving Staff- Accounting Section/Cash Section</i>

<p>STEP 3:</p> <p>Submit/file application documents</p>	<p>If Complete and Compliant:</p> <p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Focal Person - Standards Section</i></p>
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1. Review and evaluate application documents for completeness and compliance to requirements ;</p>	<p>None</p>	<p>3 days</p>	<p><i>Focal Person - Standards Section</i></p>

	2. Conduct agency visit, if necessary.			
STEP 4: Wait for the result of the assessment	1. If applicant is compliant to requirements: Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature. If found incomplete or non-compliant: 1. Return application documents to the person/individual, corporation, organization or association with an	None	3 days	Focal Person - Standards Section/ Section Head/ Division Chief/ Regional Director

	acknowledge ment letter citing reasons for disapproval; 2. Provide necessary technical assistance to the applicant to qualify for the issuance of permit.			
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter 1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	<i>Focal Person - Standards Section</i>
TOTAL			7 working days	
For Complete and Compliant:		₱500.00		
If Disapproved:		₱500.00	5 working days	
For Incomplete Submission:		None	30 minutes	

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

19.2. Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individuals, Corporation, Organization, or Association

The process of assessing the applicant person/individuals, corporations, organizations or associations eligibility to conduct fund raising campaign.

Office or Division:	Standards Section Policy and Plans Division		
Classification:	Highly Technical (Frontline)		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible persons/individuals, corporations, organizations or associations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporations, Organizations or Associations desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-001: Application Form	
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government</i>		Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu	

Agencies.	City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Original Copy of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. <i>*Not applicable to Government Agencies.</i>	Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-002: Project Proposal
5. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i>	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-003: Profile of Governing Board
6. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	from intended beneficiary/recipients or its head/authorized representative

<p>7. One (1) Original Copy of approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment (for individual)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB-PS-F-004: Board Resolution</p> <p>DSWD-SB-PS-F-005: Pledge of Commitment</p>
<p>8. One (1) Original Copy of 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:</p> <p>8.1 Director of Private Schools- if for private school projects</p> <p>8.2 School Superintendent- if for public school projects</p> <p>8.3 Department of Health- if for medical and health projects</p> <p>8.4 Local Government Unit- if for provincial/city/municipal projects</p> <p>8.5 Bishop/Parish Priest/Minister or Head of any Sect- if church or religious projects for public & charitable purposes</p>	<p>From the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>9. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB-PS-F-007: Fund Utilization Report</p>

<p>10. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>10.1. Ticket, Ballots, Cards and similar forms</p> <p>10.2. Donation Boxes, Coin Banks and other similar forms</p> <p>10.3. Benefits show such as fashion show, concert and similar activities</p> <p>10.4. Photo or Painting Exhibits and similar activities</p> <p>10.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>10.6. Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>10.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>10.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>10.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<p>Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf for the additional specific requirements for each methodology to be used.</p>
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>
<p>2. One (1) Original Copy of Applicant's Social Case Study Report from his/her</p>	<p>Office of the City/Municipal Social</p>

locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-007: Fund Utilization Report

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
<i>STEP 1:</i> Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section
<i>STEP 2:</i> Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Accounting Section/Cash Section

<p>STEP 3: Submit/ application documents</p>	<p>If Complete and Compliant:</p> <p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Focal Person - Standards Section</i></p>
<p>STEP 4: Wait for the result of the assessment</p>	<p>If applicant is compliant to requirements:</p> <p>1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for her recommending approval</p> <p>1.3 Endorse application documents and</p>	<p>None</p> <p>None</p>	<p>3 days</p> <p>4 days</p>	<p><i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director</i></p> <p><i>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</i></p>

	Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	3 days	<i>Undersecretary Concerned – DSWD Central Office</i>
	1.4 Approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign by the Secretary or his/her authorized representative			<i>DSWD Secretary or Authorized Representative</i>
	1.5 Transmission of the approved/signed permit to the DSWD Field Office for issuance of the applicant	None	3 days	<i>Support Staff - Standards Bureau DSWD Central Office</i>
	I If applicant is not compliant to requirements: 1. Return application documents to the applicant with a letter citing reasons for disapproval	None	**1 day	<i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director</i>
	2. Provide necessary technical assistance to the applicant to qualify for the issuance of permit or submit lacking requirements	None	3 days	<i>Focal Person – Standards Section</i>

STEP 5: Issuance Permit	1.1 Notify the Applicant Organization on the availability of the Certificate	None	1 day	Focal Person - Standards Section
	1.2 Issues the Certificate of Accreditation or the Denial Letter			
	1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL Complete and Compliant:		₱1,000.00	17 working days	
Complete and Non-Compliant Submission:		₱1,000.00	6 working days	
For Incomplete Submission:		None	30 minutes	

*The number of minutes shall be included on the total 17 working days.

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

19.3. Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies (SWDAs)

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

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</p> <p><i>DSWD DFE Form 1</i></p>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary Public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Duly Certified True Copy of Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Original and/or Duly Certified True Copy of Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Duly Approved Plan of Distribution	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</p> <p><i>DSWD DFE Form 2</i></p> <p>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for</p>

	distribution
8. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office	Applicant
OPTIONAL REQUIREMENT 1. In case of medicines, a certification from the Food and Drug Administration (FDA) that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption	Food and Drug Administration
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf <i>DSWD DFE Form 3</i> To be certified correct by DSWD Field Office VIII
3. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements	Appropriate government agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE

STEP 1: The representative of the SWDA files the application form, together with the supporting documents and other requirements at the respective DSWD Field Office covering the region where the intended distribution of goods shall take place.	Receives the application and provides technical assistance, if necessary.	None	*30 minutes	<i>Standards Section administrative personnel and/or Officer-of-the-Day</i>
STEP 2: The applicant shall pay the required processing fee at the Cash Section of the concerned DSWD Field Office; provides a copy to the Standards Section	Issues an official receipt.	₱1,000.00	*10 minutes	<i>Cash Section personnel</i>
STEP 3: Awaits results of the assessment.	Reviews and assesses the submitted requirements. • If complete, to determine the necessity of conducting a validation visit.	None	3 working days	<i>Standards Section Technical Staff</i>
	• If incomplete, to return all submitted documents to the applicant.			
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational	None	2 working days (per agreed schedule)	<i>Standards Section Technical Staff</i>

	aspects of the program. (Optional)			
STEP 5: Awaits endorsement by DSWD Field Office	Secures endorsement of the application by the DSWD Regional Director	None	1 working day	<i>Standards Section Technical Staff</i>
	Endorses the application to the Standards Bureau at the Central Office			<i>DSWD Regional Director</i>
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
	Final review and evaluation If approved, to forward the application to the Office of the Undersecretary heading the Standards Bureau.	None	3 working days	<i>Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director</i>

	Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement 			
	If disapproved, to send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	2 working days	<i>DSWD Undersecretary heading the Standards Bureau</i>

	Final Approval Affixes signature to the endorsement letter to DOF	None	3 working days	DSWD Secretary
STEP 6: Approved applicants to pick up the Endorsement Letter	Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL Complete and Compliant:		₱1,000.00	14 working days	
Complete and Non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

19.4. Accreditation of Social Workers Managing Court Cases (SWMCCS)

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

Office:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)

Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.
CHECKLIST OF REQUIREMENTS¹	WHERE TO SECURE
A. For New Applicants	
1. For Social Workers	
a. Two (2) copies of application form for Accreditation of Social Workers Managing Court Cases	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex A (Application Form)
b. Two (2) copies and original valid Professional Regulation Commission Registration ID Card	Professional Regulation Commission
c. Two (2) copies of certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider

d. Summary documentation of four (4) cases managed	DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex B (Summary documentation of cases managed)
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	

a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation of cases managed for the last six months	DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex B (Summary documentation of cases managed)
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
1. The Applicant shall file application (Annex A) at Standards Section together with the requirements stated above.	<p>1. The Field Office- Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents.</p> <p>2. If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.</p>	None	*10 minutes	Receiving Officer of Standards Section
	1. The technical staff shall conduct pre-assessment by verifying the documents submitted by the applicant with the original copies of the documents.	None	2 days	Standards Section Technical Staff

	1. If requirements are complete, the Standards Section shall endorse one copy of the application requirements to DSWD-Standards Bureau, and file the other copy in the Field Office.	None	2 days	<i>Standards Section Head</i>
	1. The Standards Bureau-Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.	None	*10 minutes	<i>Receiving Officer – DSWD Standards Bureau</i>
	1. The Standards Compliance Monitoring Division shall review the application and documents submitted by the applicant through Field Office.	None	2 days	<i>Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD-Standards Bureau</i>

	1. If the submitted documents found to be complete, the technical staff shall coordinate with the applicant through the Field Office on the schedule of the on-site assessment	None	1 day	<i>Assigned technical staff from DSWD-Standards Bureau</i>
2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment.	1. The technical staff shall conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Assigned technical staff from DSWD-Standards Bureau</i>

	<p>1. Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment.</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	3 days after conduct of on-site assessment	<p>Assigned technical staff DSWD-Standards Bureau</p> <p>Bureau Director DSWD-Standards Bureau</p>
<p>Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.</p>				
	<p>1. Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head.</p>	None	1 day	<p>Bureau Director DSWD-Standards Bureau</p>

	1. Cluster Head to approve and endorse the Accreditation Certificate to the Secretary.	None	3 days	<i>Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group</i>
	1. Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 days	<i>DSWD Secretary or his/her duly authorized representative</i>
	1. Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	<i>Bureau Director DSWD- Standards Bureau</i>
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	*10 minutes	<i>Standards Section Support Staff</i>
Total Processing Time:			20 working days	

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

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

19.5. Accreditation of Civil Society Organizations (CSOs) to Implement DSWD Projects and/or Programs Using DSWD Funds

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

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished and Notarized Application Form	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: Standards.fo8@dsw.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-001A
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO.	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-003A

4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p>
Optional Requirements	
<p>1. List of Projects and Programs funded by DSWD or any government agency. If applicable.</p> <p>(Such is required if the applicant already have previous and/or current engagement with government agencies including the DSWD.)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</p> <p>DSWD-SB-CSOA-002A</p>
<p>2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable.</p> <p>(Such is required if the applicant has received public funds from DSWD or from any other government agency.)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</p> <p>DSWD-SB-CSOA-004A</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
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STEP 1: The CSO representative files the application form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Support Staff (Standards Bureau-Central Office)
STEP 2: The applicant CSO awaits for notification relative to the application	<p>1.1. If found complete, SB will request the Field Office to conduct a validation visit.</p> <p>1.2. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)</p> <p>If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (Field Office) Information and Communication Technology Management Services (ICTMS)
STEP 3: Actual validation visit	Conducts validation visit to the applicant CSO's address or location (If the applicant recently	None	1 working day <u>(per agreed schedule)</u>	Standards Section (Field Office) per area of

	received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a validation visit, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)			jurisdiction. Standards Bureau for those operating in more than one region
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STEP 4: Awaits approval or denial of the application for accreditation	4.1. Prepares and submit the validation report to SB	None	**4 working days	Standards Section (Field Office), Division Chief and Regional Director
	4.2. Conducts assessment and examination of application		4 working days	Standards Bureau assigned personnel (SCMD)
	4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional set of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)		4 working days	Standards Bureau assigned personnel (SCMD)
	4.4. Confirmation letter on the result of the evaluation		2 working days	Standards Bureau assigned personnel (SCMD), SB Director
	4.5. Approval of the Certificate of Accreditation		3 working days	Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary
STEP 5: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate	None	4 working days	Support Staff (Standards Bureau - SB)
	1.2 Issues the Certificate of Accreditation or the Denial Letter			
TOTAL Complete and Compliant:		None	20 working days	

Incomplete and Non-Compliant:	None	3 Working days	
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**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.*

19.6. Registration of Private Social Welfare and Development Agencies (SWDAs)

For those SWDAs operating in one (1) region, submission of application is at DSWD Field Office (Standards Section).

For those SWDAs operating in more than one (1) region, submission of application is at DSWD Central Office (Standards Bureau).

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Complex (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Copy of Duly Accomplished and Notarized Application Form <i>Annex 1. DSWD-RLA-F001 Application Form for Registration</i>	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non – profit organization to operate in the Philippines	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)

3. One (1) Copy of any of the following <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes <p><i>Annex 4. DSWD-RLA-F004 Manual of Operation</i></p> <ul style="list-style-type: none"> • Brochure <p><i>Annex 5. DSWD-RLA-F005 Brochure</i></p> <ul style="list-style-type: none"> • Duly signed Work and Financial Plan for at least two (2) years by the Head of Agency <p><i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></p>	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secure application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section)

<p>STEP 2:</p> <p>1. Submit/ file application and supporting documents.</p> <p>2. For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>3. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.</p> <p>2. Determine whether the submitted documents are complete.</p> <p>3. If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS)</p> <p>4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	*10 minutes	Support Staff in charge of all incoming documents (Standards Section)
<p>STEP 3: If Complete, Settle the required processing fee.</p>	<p>Prepare Billing Statement and instructs applicant to proceed to the Accounting Section and Cash Section</p>	None	*20 minutes	Support Staff in-charge of the issuance of Billing statement (Accounting Section)
	<p>Process payment and issues Official Receipt.</p>	₱1,000.00	*10 minutes	Cashier (Cash Section)

STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*10 Minutes	Support Staff in charge of all incoming documents (Standards Section)
Step 5: Accomplish and drop the Customer's Feedback Form in the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
STEP 6: Wait for the result of assessment.	<p>1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70% of its funds are disbursed for direct social work 	None	2 working days	Technical Staff (Standards Section)

	<p>services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</i></p> <p>1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>			
	Review and approval of the Confirmation Report; Endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Regional Director
	Approval and Signing of Registration Certificate	None	2 working days	Regional Director

<i>STEP 7:</i> Receive the Certificate and Confirmation Letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff in-charge of outgoing documents (Standards Section)</i>
TOTAL For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Section DSWD Field Office, Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Support Staff in-charge of incoming documents (Standards Section)</i>

<p><i>STEP 2:</i> Wait for the result of assessment.</p>	<p>1. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work 	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>
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<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau/Section the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place once the applicant organization settle its payment.</i></p>	<p>₱1,000.00</p>	<p>*10 minutes</p>	<p>Technical Staff and Support Staff (Standards Section)</p>
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<p>STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt to standards.fo8@dswd.gov.ph (Standards Section) with the subject: <i>Name of the Organization_ Copy of OR for Registration.</i> 2. Hand-carry the Photocopy of Official Receipt 3. Mail/Courier the Photocopy of Official Receipt 	<ol style="list-style-type: none"> 1. Acknowledge the copy of Official Receipt from the Organization. 1. For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledge its receipt. 2. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt. 	None	*10 Minutes	<i>Support Staff in-charge of incoming documents (Standards Section)</i>
<p>Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	<i>Support Staff (Standards Section)</i>
<p>STEP 6: Wait on the result of assessment.</p>	Review and approval of the Confirmation Report; Endorsement for approval of the Registration Certificate.	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i>
	Approval and Signing of Registration Certificate	None	2 working days	<i>Regional Director</i>

STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Section)
TOTAL				
For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	3 working days	

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

19.7. Licensing of Private Social Welfare and Development Agencies (SWDAs)

1.) Auxiliary SWDA 2.) Social Work Agency (SWA)

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

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy of Duly Accomplished and Notarized Application Form <i>Annex 2. DSWD-RLA-F002 Application Form for Licensing</i>	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph

<p>2. One (1) set of the following Basic Documents:</p> <ol style="list-style-type: none"> A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and Volunteers whichever is applicable <p><i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></p> <ol style="list-style-type: none"> Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others <p><i>Annex 4. DSWD-RLA-F004 Manual of Operation</i></p> <ol style="list-style-type: none"> Profile of Board of Trustees <p><i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i></p> <ol style="list-style-type: none"> Certified True Copy of General Information Sheet issued by SEC (One (1) copy) <ol style="list-style-type: none"> Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years <ol style="list-style-type: none"> Work and Financial Plan for the two (2) succeeding years <p><i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></p>	<p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p> <p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p> <p>Board Resolution by the Organization</p>
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<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p><i>Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</i></p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p>a. Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region:</p> <p><input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i></p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant</p>	<p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p> <p>Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</p> <p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>
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<p>is located.</p> <p>2. For Center Based (<i>Residential and Non-Residential Based</i>)</p> <p>Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit <p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation 	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</p> <p>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</p> <p>DSWD Field Office VIII, Magsaysay Blvd., Tacloban City, Leyte/ Government Agency where the Organization implemented or implements projects and programs.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the Standards Section	Provides client application form, and checklist of requirements	None	*10 minutes	<i>Standards Section Support Staff</i>

<p>STEP 2:</p> <p>1. Submit/ file application and supporting documents.</p> <p>2. For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>3. For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.</p> <p>2. Determine whether the submitted documents are complete.</p> <p>3. If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.</p> <p>4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	*20 minutes	<p><i>Standards Section Support Staff in charge of all incoming documents</i></p> <p><i>Standards Section Technical Staff</i></p>
<p>STEP 3: If Complete, settle the required processing fee.</p>	<p>Prepare Billing Statement and instruct applicant to proceed to the Accounting Section and Cash Section</p>	None	*20 minutes	<p><i>Support Staff in charge on the issuance of Billing Statement (Accounting Section)</i></p>
	<p>Process payment and issues Official Receipt.</p>	₱1,000.00	*15 minutes	Cash Section

<i>STEP 4:</i> Provide the Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	<i>Standards Section Support Staff</i>
<i>Step 5:</i> Accomplish and drop the Customer's Feedback Form in the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Standards Section Support Staff</i>
<i>STEP 6:</i> Wait for the result of the documents review and notice of validation assessment.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in 	None	2 working days	<i>Standards Section Technical Staff</i>

	<p>accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1. If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>2. If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of</p>			
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	requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director
<i>STEP 7:</i> Confirm the availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Standards Section Technical Staff
<i>STEP 8:</i> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Standards Section Technical Staff
<i>Step 9:</i> Accomplish and place the Customer's Feedback Form in a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Standards Section Technical Staff
<i>STEP 10:</i> Awaits the result of the licensing assessment	<p>1.1 Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	3 working days	Standards Section Technical Staff

STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Standards Section Support Staff</i>
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	18 working days	
A. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City, Leyte	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents (Standards Section)</i>

<p><i>STEP 2:</i> Wait for the result of documents review.</p>	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed 	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>
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	<p>for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
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<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place once the applicant organization settle its payment.</i></p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Section)</p>
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<p>STEP 4: Provide the Standards Section the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt <u>standards.fo8@dswd.gov.ph</u> with the subject: <i>Name of the Organization_ Copy of OR for Licensing.</i> 2. Hand-carry the Photocopy of Official Receipt 3. Courier the Photocopy of Official Receipt <p>Note: <i>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</i></p>	<ol style="list-style-type: none"> 1. Acknowledge the copy of Official Receipt from the SWDA. 2. For the Copy of OR sent through email: The Support Staff managing the Official email of the Standards Bureau shall have acknowledged its receipt. 3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall have acknowledged its receipt. 	None	*15 Minutes	<i>Support Staff in charge of incoming documents (Standards Section)</i>
<p>Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	None	*5 minutes	<i>Support Staff (Standards Section)</i>

<i>STEP 6:</i> Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	<i>Standards Section Head/Division Chief</i>
<i>STEP 7:</i> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Section)
<i>STEP 8:</i> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards Section)</i>
<i>Step 9:</i> Accomplish and place the Customer's Feedback Form in a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff (Standards Section)</i>
<i>STEP 10:</i> Wait for the result of the Validation visit.	1.Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff (Standards Section)</i>

	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	<i>Standards Section Head/Division Chief</i>
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 1 working days	<i>Regional Director</i> <i>Support Staff (Standards Section)</i>
<i>STEP 11: Wait on the release of the Certificate of License to Operate.</i>	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff (Standards Section)</i>
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

19.8. Accreditation of Local Government Unit's Senior Citizens Charter

Refers to the process of assessing the Senior Citizen Center if they are compliant to set standards.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)

Type of Transaction:	Government to Government (G2G)
Who may avail:	All Public Senior Citizens Centers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) copy of Duly Accomplished and Notarized Application Form <p><i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i></p>	<p>DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution/SEC Registration 	<p>City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit</p> <p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p>

<ul style="list-style-type: none"> • <i>One (1) Copy of the following Documents Establishing Track Record and Good Standing</i> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i> 2. Annual Accomplishment Report of the previous year <i>Annex 6. DSWD-RLA-F006 Accomplishment Report</i> 3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant. <i>Annex 8. DSWD-RLA-F008 Audited Financial Statement</i> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	<p>DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>
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<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 1. Fire Safety Inspection Certificate 2. Water Potability Certificate or Sanitary Permit 	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Section)
<i>STEP 2:</i> Submit/file application and supporting documents directly to Standards Bureau copy furnished Standards Section	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)

	reference.			
<p>STEP 3: For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	None	*30 minutes	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)</i></p>
<p>Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<p><i>Support Staff (Standards Bureau - SB)</i></p>
<p><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></p>				

<p>STEP 5: Wait for the result of the documents review and notice of accreditation assessment visit</p>	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.3 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>	None	2 working days	<p><i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i></p>
<p>STEP 6: Confirm the Availability on the proposed Assessment Visit</p>	<p>For those with requirements that are complete and compliant, Confirmation of Assessment Visit.</p>	None	*30 minutes	<p><i>Technical Staff (Standards Bureau - SB)</i></p>
<p>STEP 7:</p> <p>1. Prepare and make available if necessary, the Client and Staff.</p> <p>2. Assist the Assessor during the conduct of Accreditation Assessment</p>	<p>Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.</p>	None	1 working day	<p>Technical Staff (Standards Bureau - SB)</p>

visit.				
Step 8: Accomplish and place the Customer's Feedback Form in a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9:	<p>1. Prepare Confirmation Report and Certificate of Accreditation</p> <p>1.1. If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation.</p> <p>1.2. If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.</p>	None	3 working days	Technical Staff (Standards Bureau - SB)

<p><i>STEP 10:</i></p>	<p>1. Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.1. If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.2. If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>1.2.1. Approval of the Confirmation Report.</p>	<p>None</p>	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	<p><i>Section Head/Division Chief/Bureau Director</i></p>
<p><i>STEP 11:</i></p>	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1. If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>2. If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p><i>Undersecretary Supervising the Standards Bureau</i></p> <p><i>Support Staff (Standards Bureau - SB/</i></p>

	email and via courier.			
STEP 12:	Releasing of Confirmation Report and Certificate of Accreditation. If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	
A. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				

<p><i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Support Staff in charge of incoming documents (Standards Bureau - SB)</i></p>
<p><i>STEP 2:</i> For Public SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the Public SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	<p>None</p>	<p>*30 minutes</p>	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)</i></p>
<p><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></p>				

STEP 3:	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>
STEP 4: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.		*30 minutes	<i>Technical Staff (Standards Bureau - SB)</i>
STEP 5: Assist the Assessor during the conduct of Accreditation Assessment visit.	Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 working day	<i>Technical Staff (Standards Bureau - SB)</i>

Step 6: Accomplish and place the Customer's Feedback Form in a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Bureau - SB)
STEP 7:	1. Prepare Confirmation Report and Certificate of Accreditation 1.1. If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation. 1.2. If not favorable, the Technical Staff shall detail the Assessors Findings to which the Public SWDA is expected to take action and comply with.	None	3 working days	Technical Staff (Standards Bureau - SB)
STEP 8:	1. Review and endorse the Confirmation Report together with Certificate of Accreditation. 1.1. If favorable, review and approval of the Confirmation Report and the	None	Favorable; 9 working days Unfavorable; 7 working days	Section Head/ Division Chief/ Bureau Director

	<p>Draft Certificate of Accreditation</p> <p>1.2. If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>			
STEP 9:	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1. If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>2. If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p><i>Undersecretary Supervising the Standards Bureau</i></p> <p><i>Support Staff (Standards Bureau - SB/</i></p>

STEP 10:	Releasing of Confirmation Report and Certificate of Accreditation. If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL				
For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	14 working days	
For Incomplete Submission:		None	3 working days	

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

19.9. Accreditation of Pre-Marriage Counselors (PMCs)

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Practicing/Planning to practice Pre-Marriage Counseling Sessions
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

<ul style="list-style-type: none"> One (1) copy of Duly Accomplished Application Form 	<p>DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</p> <p><i>Annex A. (PMC Form_App)</i></p>
<ul style="list-style-type: none"> <i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i> <ol style="list-style-type: none"> Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC ID. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted; 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: <ol style="list-style-type: none"> Certification from immediate Supervisor; or An approved resolution. 	<p>Applicant</p> <p>Professional Regulation Commission</p> <p>Training Provider</p> <p>Applicant's Immediate Supervisor</p>

<p>4. 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; and</p> <p>5. Other documents to be made available during the assessment visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	<p>DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</p> <p>Annex C (Documentation Report Template)</p>
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FOR RENEWAL

1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.
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 (*Annex D*);
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (*Annex C*);
4. Other documents to be made available during the validation visit.
 - a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.
 - b. Accomplished and consolidated result of client feedback/satisfaction survey (*See Annex F for the template*) of about fifty (50) percent of the total number of counselled couples for the past year; and
 - c. A summary/record on the number of Certificate of Marriage

DSWD Field Office VIII
 Uytingkoc Bldg., Sen. Enage St.,
 Tacloban City

DSWD Website
https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf

Annex D (Annual Accomplishment Report)

Annex C (Documentation Report Template)

Annex F (Feedback Survey Template and Form)

Counseling issued.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secures application form thru the DSWD Website/Standards Section	Provides client application form, and checklist of requirements	None	*5 minutes	<i>Support Staff in charge of all incoming documents (Standards Section)</i>
<i>STEP 2:</i> Submit/file application and supporting documents at Standards Section	Receive the documentary requirements and shall provide the applicant with an application reference number for easy tracking and reference.	None	*5 minutes	<i>Support Staff in charge of all incoming documents (Standards Section)</i>
<i>STEP 3:</i> Awaits for acknowledgment or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all</p>	None	*10 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)</i>

	the submitted documents.			
<i>Step 4:</i> Accomplish and drop the Customer's Feedback Form in the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff- (Standards Section)</i>
<i>STEP 5:</i> Prepare for the Actual Assessment	Conducts validation assessment to include the following: a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference	None	2 working days	<i>Technical Staff or Officer of the day (Standards Section)</i>

<p><i>STEP 6:</i> Awaits the approval of the application/confirmation report/issuance of the Certificate</p>	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p>	None	7 working days	<p><i>Technical Staff/ Section Head/ Division Chief/Support Staff</i></p>
	<p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p>			<p><i>Regional Director</i></p>
	<p>1.3 Forwards to the office of the RD for approval/signature.</p>			
	<p>1.4 Approval and signature of the documents</p>			
<p><i>STEP 7:</i> Receives the Accreditation Certificate</p>	Release of Certificate	None	1 working day	<p><i>Support Staff (Standards Section)</i></p>
<p>TOTAL</p> <p>For Complete and Compliant:</p>		None	10 working days	
<p>For Complete Requirements with Areas for Compliance:</p>		None	25 minutes	
<p>Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</p>				

<p><i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or Courier to:</p> <p>Standards Section DSWD Field Office VIII Uytingkoc Bldg., Sen. Enage St., Tacloban City</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Support Staff in charge of incoming documents (Standards Section)</i></p>
<p><i>STEP 2:</i> Awaits for acknowledgement or notification relative to the application.</p>	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>	<p>None</p>	<p>*10 minutes</p>	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)</i></p>

STEP 3: Prepare for the Actual Assessment	Conducts validation assessment to include the following: a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference	None	2 working days	<i>Technical Staff or Officer of the day (Standards Section)</i>
STEP 4: Awaits the approval of the application/confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report, with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents	None	7 working days	<i>Technical Staff/ Section Head/ Division Chief/Support Staff</i> <i>Regional Director</i>
STEP 5: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Standards Section)</i>

Step 6: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
TOTAL		None	10 working days	
For Complete and Compliant:		None	10 working days	
For Incomplete Submission:		None	3 working days	

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

19.10. Accreditation of Civil Society Organizations (CSOs) as Beneficiaries of DSWD Programs and/or Projects

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

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Any group made up of organized individuals bound by common interests and/or are confronted by a calamity, social condition, problem, issue or crisis and who need government support through projects or programs which they can access after having gone through social preparation.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

<p>A. DSWD-Organized Beneficiary CSO Applicants</p> <p>1. Certificate of Compliance issued by the regional head of the applicable DSWD program or project, e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project and in accordance with the minimum accreditation requirements that are applicable under Section 65 of the 2020 General Appropriations Act (GAA).</p>	<p>DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>Template: Certificate of Compliance</p>
<p>B. Requirements for Other CSO Applicants</p> <p>1. One (1) copy of duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-SB-CSOA-001A</p>
<p>2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:</p> <p style="padding-left: 40px;">a. Pictures of office and direction sketch; and</p> <p style="padding-left: 40px;">b. At least one of the following documents:</p> <ul style="list-style-type: none"> - barangay certification - certification or endorsement from at least two (2) publicly known individuals in the community - other documents showing proof of existence 	<p>Applicant</p>

<p>3. Proof of organization, namely:</p> <p>a. organizational chart or governance structure; and</p> <p>b. 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</p>	<p>Applicant</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-BCSOA-001C</p>
<p>4. If the CSO Applicant has received public funds prior to its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-BCSOA-002</p>
<p>5. Proof of having undergone Social Preparation form the DSWD by the designated Regional Program/Project Officer of the DSWD Program or Project where the CSO applicant is seeking funds.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-BCSOA-003</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
A. Process for DSWD-Organized Beneficiary CSO				

<p>STEP 1: A DSWD-Organized CSO Applicant shall submit the Certificate of Compliance to the Field Office Accreditation Committee (FOAC) Secretariat/Standards Section</p>	<p>Receives and records the application at the Document Tracking System (DTS)</p>	<p>None</p>	<p>*30 minutes</p>	<p><i>Support Staff (Standards Section)</i></p>
<p>STEP 2: The applicant CSO awaits for notification relative to the application</p>	<p>The FOAC Secretariat shall conduct initial desk review of the documents received.</p>	<p>None</p>	<p>5 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>
<p>STEP 3: The applicant CSO awaits for notification relative to the application while the FOAC Secretariat endorses the applications to the FOAC</p>	<p>3.1. If compliant, the FOAC Secretariat shall then endorse the Certificate of Compliance to the FOAC including the abstract or matrices.</p> <p>3.2. If non-compliant, the FOAC Secretariat will prepare a transmittal indicating the findings in the applications. The transmittal shall be signed by the Regional Director and will be sent to the DSWD Program where the CSO is seeking funds.</p>	<p>None</p>	<p>3 working days</p>	<p><i>Technical Staff/Support Staff/Section Head/Division Chief/Regional Director</i></p>
<p>STEP 4: The applicant CSO awaits for notification relative to the application while the FOAC members deliberate the compliant applications</p>	<p>The FOAC members shall deliberate the applications which passed the initial desk review.</p>	<p>None</p>	<p>5 working days</p>	<p><i>Technical Staff (Standards Section)</i></p> <p><i>FOAC Members</i></p>

STEP 5: The applicant CSO awaits for notification relative to the application while the FOAC endorses the deliberated applications to the Regional Director	The FOAC members shall endorse the deliberated applications to the Regional Director for approval with attached FOAC Resolution.	None	2 working days	<i>Technical Staff (Standards Section)</i> <i>FOAC Members</i>
STEP 6: Awaits approval or denial of the application for accreditation	6.1. Final Review and evaluation 6.2. Confirmation letter on the result of the evaluation 6.3. Approval of the Certificate of Accreditation	None	2 working days 1 working day 1 working day	<i>Regional Director</i> <i>Technical Staff (Standards Section)</i> <i>Regional Director</i>
STEP 7: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	1 working day	<i>Support Staff (Standards Section)</i>
TOTAL Complete and Compliant:		None	20 working days	
Incomplete and Non-Compliant:		None	8 Working days	

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

**A. Process for Non-DSWD Organized CSO Applicants
(Submissions in person or by mail)**

<p>STEP 1: The CSO representative files the Application Form together with other documentary requirements to the Standards Section where the CSO applicant is located and/or operating.</p>	<p>Receives and records the application at the Document Tracking System (DTS)</p>	<p>None</p>	<p>*30 minutes</p>	<p>Support Staff (Standards Section)</p>
<p>STEP 2: The applicant CSO awaits for notification relative to the application</p>	<p>2.1. Upon receipt of the application, the FOAC Secretariat shall conduct desk review to examine the authenticity of submitted documents and determine if these are complete in form and in substance.</p> <p>2.2. If the application documents are found to be incomplete, the CSO applicant shall be immediately informed of the defect or deficiency in its documents.</p> <p>2.3 If the application documents are complete, the FOAC Secretariat shall proceed with posting notices and conducting validation and ocular inspection.</p>	<p>None</p>	<p>2 working days</p>	<p>Technical Staff (Standards Section)</p>
<p>STEP 3: The applicant CSO awaits for notification relative to the application while posting of notice, validation and ocular inspection are</p>	<p>3.1. Notice of the application shall be posted in a publicly conspicuous place within the DSWD Field Office (FO) VIII compound, the</p>	<p>None</p>	<p>5 working days</p>	<p>Technical Staff (Standards Section)</p>

<p>being conducted</p>	<p>DSWD FO website, and the DSWD website with invitation to interested parties to submit sworn reports of any derogatory record involving the CSO applicant or any of its officers.</p> <p>3.2. If a Derogatory Report is received, the FOAC Secretariat shall notify the CSO applicant within three (3) working days from receipt thereof and require the CSO applicant to submit an explanation or comment not later than five (5) working days from notice. the Derogatory Report and the CSO applicant's written explanation shall form part of the application documents.</p> <p>3.3. The FOAC Secretariat may receive Derogatory Reports against a CSO applicant at any stage of the application process, and any such Derogatory Report received shall immediately be included in the documents of the CSO applicant for consideration.</p>			
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STEP 4: Actual validation and ocular inspection	Conducts validation visit to the applicant CSO's address or location	None	2 working days (per agreed schedule)	<i>Technical Staff (Standards Section)</i>
STEP 5: The applicant CSO awaits for notification relative to the application while the FOAC Secretariat conducts its assessment, examination and endorsement of application	The FOAC Secretariat shall then complete its final assessment and examination of the application, and prepare an Abstract Report containing the FOAC Secretariat's findings and assessment. The FOAC Secretariat shall then endorse the application together with the Abstract/Validation Report to the FOAC for deliberation.	None	3 working days	<i>Technical Staff (Standards Section)</i>
STEP 6: Awaits approval or denial of application	Upon receipt of the endorsement with Abstract Report and all documents from the FOAC Secretariat, the FOAC shall then convene to deliberate the applications and recommend to the Regional Director the grant or denial of the application.	None	6 working days	<i>Technical Staff (Standards Section) FOAC Members</i>

STEP 7: Receives the Certificate of Accreditation or the Denial Letter	7.1. The Regional Director shall act on the recommendation of the FOAC and take final action on the application. 7.2. Notify the Applicant Organization on the availability of the Certificate 7.3 Issues the Certificate of Accreditation or the Denial Letter	None	2 working days	<i>Regional Director</i> <i>Support Staff (Standards Section)</i>
TOTAL Complete and Compliant:		None	20 working days	
Incomplete and Non-Compliant:		None	2 working days	

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

19.11. Accreditation of Civil Society Organizations (CSOs) Organized by the Sustainable Livelihood Program as Beneficiaries Using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization organized by the Sustainable Livelihood Program is eligible to become beneficiaries using DSWD funds.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Any group organized by the Sustainable Livelihood Program bound by common interests and/or are confronted by a calamity, social condition, problem, issue or crisis and who need government support through projects or programs which they can access after having gone through social preparation.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Certified True Copy of the Certificate of Eligibility issued by the Sustainable Livelihood Program- Regional Program Management Office (SLP-RPMO) 2. Endorsement of Sustainable Livelihood Program Associations (SLPAs) with Certificate of Eligibility signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	DSWD Field Office VIII - Standards Section Uytingkoc Building, Sen. Enage St., Tacloban City, Leyte DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2020-026.pdf Send an e-mail to: standards.fo8@dswd.gov.ph
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
Accreditation Process				
<i>STEP 1:</i> Endorsement of requirements to Standards Section	Receives and records the application at the Document Tracking System (DTS)	None	*30 minutes	<i>Support Staff (Standards Section)</i>
<i>STEP 2:</i> The SLP-RPMO awaits for notification relative to the application	The Standards Section shall conduct initial desk review of the documents received.	None	2 working days	<i>Technical Staff (Standards Section)</i>

STEP 3: The applicant CSO awaits for notification relative to the application while the Standards Section endorses the applications to the Regional Director	3.1. If compliant, the Standards Section shall then endorse the applications to the Regional Director as basis for the issuance of the Certificate of Accreditation.	None	3 working days	<i>Technical Staff/Support Staff/Section Head/Division Chief/Regional Director</i>
	3.2. If the requirements are found to be incomplete, the application requirements shall be returned to SLP-RPMO for compliance by submitting the needed document/s.	None	2 working days	
STEP 4: Awaits approval or denial of the application for accreditation	6.1. Final Review and evaluation	None	1 working day	<i>Regional Director</i>
	6.2. Approval of the Certificate of Accreditation		1 working day	<i>Regional Director</i>
STEP 5: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	1 working day	<i>Support Staff (Standards Section)</i>
TOTAL Complete and Compliant:		None	8 working days	
Incomplete and Non-Compliant:		None	4 Working days	

**The number of minutes shall be included on the total 8 working days.*

20. Disaster Response and Recovery Section Transactions

20.1. Request for Augmentation

Office or Division:	Disaster Response and Recovery Section Disaster Response Management Division	
Classification:	Non-Frontline Service	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Disaster-affected families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request		Client
2. Disaster Report		
Total No. of Steps:	One (1)	
Total Processing Time:	48 hours and Five (5) minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter Request (with attached disaster report) duly signed by the authorized office addressed to the Regional Director thru DRMD	A. Receive the Letter Request and review completeness of attached documents and record in the logbook	None	5 minutes	<i>Receiving Officer</i>
	B. Determine allocation to be provided to the affected families	None	24 hours	<i>DRRS, RROS & PDO</i>
	C. Preparation of Allocation for Assistance <ul style="list-style-type: none"> • Preparation of RIS • RIS approval by RD • Forward approved RIS to RROC • Preparation of requested assistance • Coordinate release of augmentation assistance to LGUs 			
	D. Release or distribution of requested assistance to the affected families	None	24 hours	<i>PDO / P/CMAT</i>
Total		None	48 hrs and 5 mins	

20.2. Request for Early Recovery and Rehabilitation PPAs

Office or Division:	Disaster Response Management Division
Classification:	Non-Frontline Service
Type of Transaction:	G2C – Government to Government
Who may avail:	Disaster-affected families
CHECKLIST OF REQUIREMENTS	
1. Letter Request	Client
2. Project Proposal	
3. Masterlist	
4. Certificate of Eligibility	
5. Disaster Report	
6. Rehabilitation Plan	
Total No. of Steps:	One (1)
Total Processing Time:	33 days, 4 hours and 40 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter Request (with attached disaster report) duly signed by the authorized office addressed to the Regional Director thru DRMD	A. Receive the Letter Request and review completeness of attached documents and record in the logbook <ul style="list-style-type: none"> • Prepare endorsement letter for funding consideration by the Central Office • Forward the letter request with endorsement to the ARD for Operations for initial signature • Approval of the letter request by RD 	None	2 days	Receiving Officer
	B. Endorsement of request to the Central Office (includes scanning of documents)	None	30 mins.	DRRS
	C. Prepare communication letter for LGU to inform them regarding the endorsement to the Central Office <ul style="list-style-type: none"> • Forward the communication letter to the ARD for Operations for initial 	None	2 days	DRRS

	signature • Approval of the communication letter by RD • Send the communication letter to the LGU			
	D. Prepare documentary requirements for Obligation Request and processing of documents	None	4 hours	DRRS
	E. Processing of Administrative Matters • Identify available Special Disbursing Officer (SDO) thru Accounting Section (Reporting) • Communicate or Coordinate with the identified SDO • Follow up status of documents/voucher • Coordinate with LGUs if there are any findings • Prepare letter request for RSO of the identified SDO • Preparation of Cash Advance or Checks • Follow up copies of documents for payout in Accounting or Cash Section	None	15 days	FMD FMD, DRMD DRRS SDO, DRMD
	F. Coordinate with LGU and SDO regarding Social Preparation, Payout Requirements, and Schedule of Payout	None	2 days	PDOs
	G. Prepare documents for Payout (includes photocopying of payroll)	None	2 days	DRRS
	H. Prepare request for vehicle	None	10 mins.	DRRS
	I. Assist SDO in the preparation of Liquidation Report	None	10 days	DRRS
TOTAL		None	33 days,	

		4 hours and 40 minutes	
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21. Regional Resource Operation Center

21.1. Volunteer's Registration and Deployment

Provision of volunteer services during DSWD Disaster Operations (e.g. Repacking of Relief Goods, Reconditioning/Sorting/Loading/Unloading of Goods).

Office or Division:	Regional Resource Operations Center Disaster Response Management Division
Classification:	Non-Frontline Service
Type of Transaction:	G2C – Government to Client
Who may avail:	Any interested person/group (18 years old and above)
CHECKLIST OF REQUIREMENTS	
1. Any Valid Identification Card	Client
2. Filled-up Registration	Regional Resource Operations Center
3. Waiver Forms	
Total No. of Steps:	Five (5) Steps
Total Processing Time:	One (1) Hour and Ten (10) Minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with RROC Focal Person on schedule for volunteer activities	1. Received information, set schedule, inform interested party of date scheduled of volunteering.	None	3 minutes	<i>Production In-charge</i>
Proceed to registration and signing of waiver	2. Check documents if properly signed and filled-up with correct/exact information	None	2 minutes	<i>Production In-charge</i>
3. Proceed to orientation area	3.1 Conduct orientation on the role of volunteers inside the warehouse	None	30 minutes	<i>Production In-charge/DBMS In-charge</i>
	3.2 Tasking/ deployment	None	5 minutes	<i>Production In-charge</i>
Evaluation	4. Request volunteers for feedback from their volunteer experience to elicit suggestions/recommend	None	20 minutes	<i>RROC Head/Warehousing In-charge</i>

	ations			
Awarding of volunteer Certificates	5. Issuance of certification	None	10 minutes	<i>Admin staff</i>
TOTAL			1 hr and 10 mins.	

21.2. Local In-kind Donations Facilitation

Facilitate assessment, receipt and documentation of Local In-kind Donations

Office or Division:	Regional Resource Operations Center Disaster Response Management Division			
Classification:	Non-Frontline Service			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any interested person/group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Receipt of In-kind Donations		Regional Resource Operations Center		
Total No. of Steps:	Three (3)			
Total Processing Time:	Twenty (20) Minutes			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with the Donation in-charge	Check for Need of Donated Items and Ensure Compliance to Agency Guidelines on Foreign and Local Donations (Acceptance and Rejection)	None	5 mins.	<i>Donation-in-charge</i>
Turn Over of Donated Goods	ACCEPTANCE OF DONATED ITEMS: Conduct quality (e.g. expiration dates) and quantity checking of the donated goods/items	None	Depends on volume of donations . 10 mins for simple donations .	<i>Receiving Officer & Donation Unit</i>
Conforme Acknowledgement Receipt for In-Kind Donations for DRRM	3. Prepare Acknowledgement Receipt for In-Kind Donations for DRRM for the acceptance of the donated goods/items	None	5 mins.	<i>Receiving Officer & Donation Unit</i>
TOTAL		None	20 mins	

22. Personnel Administration Section Transactions

22.1. Request for Certificate of Employment

Certificate of Employment (COE) is used to verify the employment history of a former or current employee of DSWD Field Office VIII. Said document is usually requested as it is one of the requirements in applying for employment in other agencies, for loan application and other transactions. The Personnel Administration Section (PAS) receives Five (5) to Ten (10) requests per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Regular, Casual, and Contractual Employees including MOA and JO Workers
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request Form	Personnel Administration Section
Total No. of Steps:	Five (5) Steps
Total Processing Time:	One (1) hour and Fifteen (15) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Certificate of Employment.	3. Preparation of Certificate of Employment (COE).	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared COE to the Section Head of PAS for review and countersign.	None	5 minutes	<i>Admin Staff</i>
	3.2. Review and countersigning of COE.	None	5 minutes	<i>Section Head of PAS</i>

	3.3. Give the duly countersigned COE to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	<i>Admin Staff of PAS</i>
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	<i>Admin Staff of HRMDD</i>
	3.5. Signing of the Certificate of Employment (COE).	None	5 minutes	<i>Division Chief of HRMDD</i>
	3.6. Return the duly signed COE to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>
4. Get the Certificate of Employment from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Certificate of Employment to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	1 hour and 15 minutes	

22.2. Request for Service Record

Service Record is a document which provides a documentary history of an employee's service in an organization. It is often requested by employees for monitoring purposes only. Some are use as one of the requirements in applying for monetization and claim for terminal leave benefits. PAS receives one (1) to five (5) requests for Service Record per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division
Classification:	Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Regular, Casual and Contractual Employees
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request Form	Personnel Administration Section

Total No. of Steps:	Five (5) Steps
Total Processing Time:	One (1) hour and Fifteen (15) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Service Record.	3. Preparation of Service Record	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared Service Record to the Section Head of PAS for review and signature as "certified correct".	None	5 minutes	<i>Admin Staff of PAS</i>
	3.2. Review and signing of Service Record by the Section Head of PAS.	None	5 minutes	<i>Section Head of PAS</i>
	3.3. Give the duly signed Service Record to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature also as "noted by".	None	10 minutes	<i>Admin Staff of PAS</i>
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	<i>Admin Staff of HRMDD</i>
	3.5. Signing of Service Record the Division Chief of HRMDD	None	5 minutes	<i>Division Chief of HRMDD</i>
	3.6 Return the duly signed Service Record to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>

4. Get the Service Record from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Service Record to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	1 hour and 15 minutes	

23. 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 corresponding poverty status.

Office of Division:		National Household Targeting System		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All walk-in clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card/Proof of Identity			National Household Targeting System – for Poverty Reduction	
Total No. of Steps:		Five (5)		
Total Processing Time:		60 Minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will fill out the Walk-in Name Matching Monitoring Log.	1.1. The Administrative Assistant receives and Check all the details are filled out by the Client. The request is forwarded to the Project Development Officer (PDO) for remarks.	None	5 minutes	<i>Administrative Assistant III</i>
	1.2. The Project Development Officer IV will interview the client to assess if the request is valid or necessary.	None	10 minutes	<i>Project Development Officer IV</i>

	If approved, the Information Technology Officer will process Name Matching Application and perform Manual Verification thereafter.	None	30 minutes	Information Technology Officer
	The CSV results file will be endorsed to the Project Development Officer IV	None	10 minutes	Information Technology Officer
Receive Name Matching Result	The result of name matching will be presented by the Project Development Officer IV	None	5 minutes	Project Development Officer IV
TOTAL		None	60 Minutes	

24. Data Sharing – Name Matching Process

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

Office of Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">- Letter of Request (indicating reasons for name-matching)- Electronic copy of the names to be matched with the prescribed Template. First Name, Middle Name, Last Name, Extension Name, Date of Birth (MM)(DD)(YYYY) format, Province, City/Municipality, Barangay			National Household Targeting System	
Total No. of Steps:		Nine (9)		
Total Processing Time:		3 Days, 6 Hours, 10 Minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS/DSWD.	<p>The Administrative Assistant receives and records the request in the DTS (<i>DSWD Document Tracking System</i>). The request is forwarded to the Data Privacy Officer and for approval.</p> <p>The Administrative Assistant will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>	None	10 minutes	<i>Administrative Assistant</i>
	<p>The DPO will decide if the request is for processing or not. The request is forwarded to the Project Development Officer IV</p>	None	2 hours	Division Chief Policy and Plans Division / DPO
	Administrative Assistant will inform the requesting party on the approval/disapproval of the data request.	None	10 minutes	<i>Project Development Officer IV</i>
	The approved request is endorsed to the Information Technology Officer to assess if the attached electronic copy of names is in accordance with the template required.	None	1 hour	<i>Information Technology Officer</i>

	The Information Technology Officer shall inform the Administrative Assistant on the schedule of release of the results.			
	Depending on the volume or number of names to be matched, the Information Technology Officer will process the request on set deadline.	None	30 days (maximum 10,000 names) 3 days (maximum 300 names)	<i>Information Technology Officer</i>
	The Information Technology Officer will secure the data by adding password protection to the file. After securing the data, the Information Technology Officer will prepare Data Release Form (DRF), and burn results in a compact disc(CD). then forward it to the Project Development Officer IV	None	2 hours	<i>Information Technology Officer</i>
	The Project Development Officer IV will sign the Release Form.	None	30 Minutes	<i>Project Development Officer IV</i>
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	15 minutes	<i>Administrative Assistant</i>
Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru	None	5 minutes	<i>Information Technology Officer</i>

	phone) the Information Technology Officer for the password of the file.			
TOTAL		None	3 days, 6 hrs, 10 minutes	

25. Data Sharing – Data Generation Process

Office of Division:	National Household Targeting System		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to LGU		
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations and LGUs for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">- Letter of Request (indicating reasons for Data Generation)- Special Order or Executive Order for Designated Data Protection Officer (DPO)- Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)- Sangguniang Panlalawigan/Panglungsod Resolution Authorizing the Governor or Mayor to enter into MOA with DSWD (for LGU)- Documents attesting to the legitimacy of the Organization (e.g. SEC Registration, Government Accreditation / for NGOs, CSOs, Private Foundations)- Valid Proof of Identities of the agency head and DPO (for NGOs, CSOs, Private Organizations)- Physical Setup Certification and Organizational, Technical, and Security Setup Certification- Memorandum of Agreement		National Household Targeting System	
Total No. of Steps:	13		
Total	10 Days, 13 Hours, 5 Minutes		

Processing Time:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request on Data Sharing (Data Generation) to (DSWD) National Household Targeting System – for Poverty Reduction (NHTS-PR).	1.1 Administrative Assistant receives and records the request in the DTS <i>Document Tracking System</i>). The request is forwarded to the Data Protection Officer for approval. 1.2 Administrative Assistant will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request.	None	5 minutes	<i>Administrative Assistant</i>
	1.3 Data Protection Officer will decide if the request is for processing or not. The request is forwarded to Project Development Officer IV	None	4 hours	<i>Data Protection Officer</i>
	1.4 Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	<i>Project Development Officer IV</i>
2. Requesting Party will attend the scheduled orientation with the Data Protection Officer and Project Development Officer.	2.1 Orientation on Listahanan, Data Privacy Act, data sharing policy, and requirements.	None	2 hours	<i>Project Development Officer IV</i>
3. Submission of signed	3.1 The signed MOA and other requirements	None	20 minutes	<i>Client</i>

Memorandum of Agreement and documentary requirements to the National Household Targeting System	will be forwarded to the IT Division for scheduling of the facilities inspection and orientation of the requesting party's Data Processor and Data Protection Officer			
4. Present the IT facilities to the NHTS Inspection Team.	4.1 Inspection of IT facilities of the requesting party, issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification), and orientation of the client's designated Data Processor and Data Protection Officer.	None	4 hours	<i>Inspection Team</i>
	4.2 Certifications will be attached to the MOA and endorsed by the NHTS to the Data Protection Officer.	None	2 hours	<i>Project Development Officer IV</i>
	4.3 Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for Director signature.	None	1 day	DSWD DPO
	4.5 Office of the Regional Director will review the MOA. Once signed, the MOA will be endorsed to the NHTS for data processing.		3 days	Office of the Regional Director
	4.6 Information Technology Officer will process the request on set deadline	None	5 days	<i>Information Technology Officer</i>
	4.7 The Information Technology Officer will	None	1 day	<i>Information Technology</i>

	secure the data by adding password protection to the file. After securing the data, the Information Technology Officer will prepare data release form and burn results in a compact disc (CD). The Information technology Officer will counter sign in the DRF, then forward the documents to the Project Development Officer			<i>Officer</i>
	4.8The Administrative Assistant will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
5.Call NHTS for retrieval of password.	5.1.Upon receiving the result from NHTS, the requesting party will contact (thru phone) Information Technology Officer for the password of the file.	None	5 minutes	<i>Information Technology Officer</i>
TOTAL		None	10 days, 13 hrs, 5 minutes	

26. Data Sharing – Statistical Data Request

Office of Division:	National Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to LGU
Who may avail:	All NGAs, GOCCs. NGOs, LGUs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

- Letter of Request (indicating reasons for Data Generation)		National Household Targeting System		
Total No. of Steps:		5		
Total Processing Time:		3 Days, 8 Hours, 50 Minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request (Statistical Data) addressed to the DSWD Director to the National Household Targeting Section (NGAs, CSOs / NGOs, LGUs, academe etc.)	The Administrative Assistant receives and records the request in the DTS (DSWD Document Tracking System). The request is forwarded to the Data Protection Officer for approval. Administrative Assistant will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request.	None	5 minutes	<i>Administrative Assistant</i>
	The DPO will decide if the request is for processing or not. The request is forwarded to the PDO IV.	None	4 hours	<i>Data Protection Officer</i>
	Inform the client on the approval or disapproval of the data. If approved, the request will be forwarded to the PDO.	None	30 minutes	<i>Project Development Officer IV</i>
	If approved, the PDO shall endorse the approved request to the Regional Associate Statistician for data generation.	None	5 minutes	<i>Project Development Officer IV</i>
	The Regional Associate Statistician shall generate the requested	None	3 days	<i>Regional Associate Statistician</i>

	data from the Listahanan database. The generated statistical data can be in excel or in any format available.			
	The Project Development Officer shall endorse the facilitated data request to the Data Protection Officer for approval and release.	None	4 hours	<i>Project Development Officer</i>
2. Receive the data requested	Administrative Assistant will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	<i>Administrative Assistant</i>
TOTAL		None	3 days, 8 hours, 50 minutes	

DSWD FIELD OFFICE 9

External Services

1. REGISTRATION

Refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD, where the determination of the same shall result to the inclusion of the agency in the Department's registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

Office or Division:	STANDARDS SECTION			
Classification:				
Type of Transaction:				
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REGISTRATION: 1.Duly Accomplished Application Form 2.Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non – profit organization to operate in the Philippines 3.Copy of any of the following: 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3.2. Brochure 3.3. Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secures application form thru the DSWD Website/ Standards Bureau/ Field	Provides client application form, and checklist of requirements		30 min.	Standards Technical Staff

Office				
2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	1. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement		30-45 min.	Standards Technical Staff
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Technical Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director

	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Applications with Complete Requirements submitted at Standards				
Submits the Application form, Requirements and Photocopy of the Official Receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		30 min.	Standards Technical Staff
	Initial review of the application		1 working day	Standards Technical Staff
	Review the submitted Requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Certificate		2 working days	Standards Technical Staff
	Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Registration Certificate		2 working days	Standards Technical Staff
	Approval and Signing of Registration Certificate		1 working day	Regional Director
	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Standards Technical Staff
TOTAL:		1, 000.00		

2. LICENSING

Refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a SWA or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

Office or Division:	STANDARDS SECTION		
Classification:			
Type of Transaction:			
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
LICENSING: 1. Accomplished Application Form 2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 3. Profile of Board Trustee 4. Profile of Employees and Volunteers: <input type="checkbox"/> At least one (1) full time staff who will manage its operations 5. Certified True Copy of General Intake Sheet issued by SEC 6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application 7. ABSNET Membership 8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 9. Duly signed Work and Financial Plan for the next two (2) succeeding years 10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years 11. Annual Accomplishment Report previous year 12. Audited Financial Report of the previous year 13. Profile of Clients served for the preceding and current year			

<p>Optional/ Additional Requirements</p> <p>A. Basic Documents</p> <p>1. For those operating in more than one region</p> <ul style="list-style-type: none"> <input type="checkbox"/> List of main and satellite/branch offices, if any <input type="checkbox"/> Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others <p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>2. For those operating in more than one region</p> <ul style="list-style-type: none"> <input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <p>3. For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation <p>-</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures application form thru the DSWD Website/ Standards Bureau/ Field Office	Provides client application form, and checklist of requirements		30 min.	Standards Section Staff
Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field</i>	2. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are		45 min – 1 hour	Standards Section Staff

<i>Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	complete, the “Officer of the Day” refers the applicant to the support staff for the issuance of billing statement			
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Section Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee .	Approves and control, process payment and issues Official Receipt.	1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director
	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Applications with Complete Requirements submitted at Standards				
.Submits the Application form, Requirements and Photocopy of the Official Receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		30 min.	Standards Section Staff
Step 1.	Initial Review of Application		1 working day	Standards Section Staff

Step 2	Assessment of submitted application, acknowledgement as to compliance to the requirements and indicates the schedule of visit		3 working days	Standards Section Staff
Step 2.a	Onsite Assessment Visit based on the Agreed Schedule between DSWD and SWDA		1 working day (excluding travel time)	Standards Section Staff
	Prepares Confirmation Report a) Recommendation on Issuance of Certificate (Proceed to Step 2.b, 2.c, 2.d, 2.e, and 3) b) Areas for compliance together with SWDAs Action Plan (proceed to STEP D)		3 working days	Standards Section Staff
Step 2.b	Review and endorsement of the Confirmation Report		5 working days	Standards Section Staff
Step 2.c	Review and approval of the Confirmation Report		3 working days	Standards Section Staff
Step 2.d	Preparation and endorsement for Approval of the License Certificate		1 working day	Standards Section Staff
Step 2.e	Approval and Signing of Certificate of License to Operate		2 working days	Regional Director
Step 3	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the client)	Standards Section Staff
Application with Areas for Compliance				
	Prepares confirmation report citing the areas for compliance		3 working days	Standards Section Staff
	Review and endorsement of confirmation report		5 working days	Standards Section Staff
	Review and Approval of confirmation report		3 working days	Standards Section

				Staff
	Send the Confirmation Report and notify the applicant on the result of the assessment		1 working day	Standards Section Staff
Total:		1,000.00		

3. ACCREDITATION

Refers to the process of assessing a licensed SWA if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	STANDARDS SECTION		
Classification:			
Type of Transaction:			
Who may avail:	Public and private agencies and organizations engaged or planning to engage in providing direct or indirect SWD programs and services.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Application Form 2. Pre-accreditation assessment conducted by concerned FO 3. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative 4. Certification of no derogatory information issued by SEC (Except those operating less than six (6) months upon filing of the application) 5. ABSNET Membership 6. Work and Financial Plan for the two (2) succeeding years 7. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years 8. Annual Accomplishment Report from the Previous year 9. Audited Financial Report of the previous year 10. Profile of Clients served for the preceding and current year 11. Certification from the SWDAs Head of Agency on their observance and compliance to the provisions of EO 26 series of 2017 (Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) Optional/ additional requirements: A. Basic Documents			

<p>1. Manual of Operation</p> <p>2. Profile of Board Trustee or its equivalent</p> <p>3. Profile of Employees and Volunteers:</p> <p><input type="checkbox"/> Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services</p> <p>4. For those operating in more than one region</p> <p><input type="checkbox"/> List of main and satellite/branch offices, if any</p> <p>5. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>6. Certified True Copy of General Intake Sheet issued by SEC/CDA or any regulatory agencies</p> <p>7. For Center Based (Residential Based and Non-Residential Based)</p> <p><input type="checkbox"/> Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>8. For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required</p> <p>in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p> <p>C. Documents Establishing Track Record and Good Standing</p> <p>9. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>- <input type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures application form thru the DSWD Website/ Standards Bureau/ Field Office	Provides client application form, and checklist of requirements		30 min.	Standards Section Staff
Submit/file	2. Review and assess		45 min – 1	Standards

application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement		hour	Section Staff
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Division (Accounting/ Cashier, 2nd Floor)		20 min.	Standards Section Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee .	Approves and control, process payment and issues Official Receipt.	1,000.00	30 min.	Accounting and Cash Unit (FMD)
Incomplete Requirements submitted at Standards				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 Working Day	Standards Technical Staff
	Approval and signing of written notice		1 Working Day	Regional Director
	Release the written notice together with the returned documents through email or snail mail.		1 Working Day	Standards Technical Staff
Processing procedure of Pre-Assessment				
Secure application form thru the DSWD website/ Standards	Provide applicant SWDA the application form/ Checklist of requirements		30-45 Min	

Section (For new Applicant) Secure pre-accreditation assessment	and provide TA on the process of accreditation Inform of the schedule visit to SWDA			
	Onsite pre-assessment Visit based on the Agreed schedule between SS and SWDA		2 working days (excluding travel time)	
	Preparation of pre-assessment report review and approval of pre-assessment report furnish copy of pre-assessment report to SWDA thru pick-up at FO or courier		1 working day	
Total:		1,000.00		

4. ADOPTION

GOVERNMENT SERVICE: <u>ADOPTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
	RA 8552 MC 13s2020	<u>A. PROSPECTIVE ADOPTIVE PARENT/S</u> 1. Attendance to pre-adoption forum	RA 8552	1 day	N/A
Application Form		2. Application for adoption		3 months	N/A
1. Marriage Certificate 2. Divorce decree (if applicable) 3. Birth Certificates of couple 4. Health Certificate 5. Latest Income Tax Return or any proof of income 6. Consent to Adoption by the children ages 10 and above		3. Assessment/ preparation of Home Study Report and completion of requirements for local matching.			

7. NBI/Police or Barangay Clearance (with purpose for adoption) 8. Psychological Evaluation, if needed 9. 3 letters of character reference 11. Family photo					
		4. LGU/Government/Non-Government residential care facilities submit/transmit dossiers of PAPs to DSWD-Field Office		3 days	N/A
		5. Local matching conference (Regional/Inter-regional)		1 day	N/A
		6. Issuance of Pre-adoption placement authority (PAPA) and Certificate of consent to Adoption (CA)		15 days	N/A
		7.Placement of the child to the PAPs			N/A
		8.Supervised Trial Custody		3 months	N/A
		<u>Judicial process</u> 9. Filing of Petition for Adoption in Court by the PAPs through their Legal Counsel		6 months to 1 year	N/A
		10. Court Hearing/s			N/A
		11. Issuance of Adoption Decree			N/A
		12. Issuance of Birth Certificate			N/A
		Closure of the case			N/A
		13. Post adoption Services			
				TOTAL:1-1 ½ year	
		<u>B. 1.Child -</u>	RA 9523	1-2 months	N/A

<u>Abandoned/Neglected Child</u> 1. Notarized Petition 2. Child Study Report 3. Proof of efforts to locate parents or any known relatives 3. Birth certificate 4. Photos of the child (upon admission/when found and current)		<u>Abandoned/Neglected Child</u> (Child for issuance of CDCLAA-Certification Declaring child as legally available for adoption) 1. Make efforts to secure documents for issuance of CDCLAA <ul style="list-style-type: none"> Secure photo of the child Secure Birth Certificate of the child (if not available) Conduct home visit to last known/given address of the child Send-out letter through registered mail with return card to last known address of parent/s or legal guardian Secure Police/Barangay blotter or a certified copy of Tracing Report from the Philippine National Red Cross (PNRC), National Headquarters Facilitate publication of one (1) newspaper of general circulation Facilitate radio or TV announcements on three (3) different stations and dates; Secure written certification from such station after the case was aired 			
		2. Preparation of Child Study Report		1 month	N/A
		3. Filing of petition at the Field Office		1 day	N/A

		4. ARRS examines petition if sufficient in form and in substance		5 days	N/A
		5. Posting of Notice of Petition		5 days	N/A
		6. Recommendation for issuance of CDCLAA		5 days	N/A
		7. RD transmits recommendation and records to the Office of the Secretary		2 days	N/A
		8. Issuance of CDCLAA (appealable within 5 days)		Within 5 working days	N/A
<u>For Surrendered child</u> 1. Deed of Voluntary Commitment 2. Child Study Report 3. Notarized Deed of Voluntary Commitment 4. Birth Certificate 5. Photos (upon admission and current)		<u>B.2 Child- Surrendered child</u> 1. Provide support services to the Birth parents		3 months	N/A
		2. Facilitate Deed of Voluntary Commitment (DVC) Signing			N/A
		3. Preparation of Case Study Report			N/A
		4. Filing of application to DSWD Field Office			N/A
		5. Recommendation for issuance of CDCLAA		5 days	N/A
		6. RD transmits recommendation and records to the Office of the Secretary		2 days	N/A
		7. Issuance of CDCLAA (appealable within 5 days)		Within 5 working days	N/A
		8. Update of case study report for presentation to regional/inter-regional matching		Within 1 month	N/A
				TOTAL: 6 months	

5. FOSTER CARE

GOVERNMENT SERVICE: <u>FOSTER CARE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Birth Certificate 2. Medical certificate 3. ITR or certificate of Employment 4. NBI Clearance or Police Clearance 5. Brgy. Certificate stating that the applicant is a resident the barangay, length of his residence, and that his is of good moral character 6. Recent photo and where applicable, his/her family 7. Such other document that the DSWD, Agency or LGU may require		A. Application Assessment Phase - For Foster Parent			
		1. Attendance to foster care forum		1 day	N/A
		2. Filling-Up of application form and submission of documents		1 day	N/A
		3. Assessment and Preparation of comprehensive Home Study Report by the social worker		1 Month	N/A
		4. Issuance of Foster Care License		2 days	N/A
		- For children in Residential Care Facilities / LGUs Management eligible for Foster Care			
		1. Conduct of Case Study to determine the needs of the child and preparation of Child Study Report		Upon Admission	N/A
		2. Preparation of a Child Study Report		15 days (Upon admission)	N/A
		B. Matching Phase			
		1. Review of Child and Foster Parent dossiers		Within 2 working days	N/A
		2. Conduct of Matching Conference		5 days (Upon receipt of	N/A

				dossiers)	
		3. Submission of acceptance letter by foster parents		1 day	N/A
		4. Issuance of Foster Placement Authority		1 day	N/A
		C. Placement Phase 1. Conduct of Home Visit		Within 2 days (Upon receipt of FPA)	N/A
		D. Supervision Phase 1. Conduct of discharge conference/physical transfer of the child to foster parents		Monthly for the 1 st 3 months and bi-monthly thereafter	N/A
		E. Termination Phase (either return to birthparents or placement to adoptive parents) 2. Short-term Foster Care Placement		Less than 6 months	N/A
		3. Long-term Foster Care placement		6 months or more	N/A
		4. After Care Service (by LGU)		3-6 months	N/A
TOTAL				1-2 MONTHS (APPLICATION ONLY)	

6. RECTIFICATION OF SIMULATED BIRTH CERTIFICATE

GOVERNMENT SERVICE: <u>RECTIFICATION OF SIMULATED BIRTH CERTIFICATE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filing of petition with Complete documentary	RA 11222	Qualified applicants shall file petition with	RA 11222		N/A

requirements with the LSWDO 1. Petition for adoption with an application for rectification of simulated birth record shall be in the form of affidavit 2. Original copy of CDCLAA issued by the DSWD (For non-relative) 3. Authenticated copy of simulated birth record of the child 4. Authenticated copy of the birth record of the adopters 5. Affidavit of admission, if the simulation of the birth was done by a third person 6. Barangay Certificate a. The petitioner(s) are bona fide residents of the barangay; b. The child has been living with the petitioner/s for at least three (3) years prior to March 29, 2019 c. The petitioner is indigent, if applicable 7. Notarized Affidavit of at least two (2) disinterested persons, who reside in the same barangay where the child resides 8. Oldest and recent photographs of the prospective adoptee and the petitioner(s) taken within the last three (3) months prior to the filling of the petition; 9. Certificate of Attendance to Pre-Adoption Forum 10. As applicable; a. Marriage Contract b. Decree of Annulment c. Declaration of Nullity of Marriage or Decree of Legal Separation; 11. Latest physical and		the LSWDO in the Municipality or City where the child resides			
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Medical Evaluation of the adopter(s) by a duly licensed physician 12. Psychological evaluation of the adopter(s) by a duly licensed psychologist (when appropriate) 13. Latest NBI/ Police Clearance 14. Latest income tax return or any other documents (Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities) 15. Authenticated copy of the Negative Certification of Birth 16. Certified True Copy of the Receipt as proof of payment of the socialized fee 17. Consent from appropriate person(s) a. The adoptee, if ten (10) years of age or over b. The legitimate and adopted daughters and sons, ten (10) years of age or over, of the adopter and adoptee, if any c. The illegitimate daughters and sons, ten (10) years of age or over, of the adopter if living with said adopter and the latter's spouse, if any d. The spouse, if any of the adoptee					
		LSWDO shall examine the petition and completeness of supporting documentary requirements to determine if sufficient in form and substance		7 days	N/A
		When finds that petition is sufficient in form and substance, LSWDO		3 days	N/A

		shall forward the petition with supporting documents to DSWD Field Office			
		DSWD FO social workers review the completeness of documentary requirements endorsed by LSWDO and conduct home visits to petitioner(s) and the child for Social Case Study Report		15 days	N/A
		Mandatory personal appearance of the petitioner(s) and child before the Regional Director		5 days	N/A
		DSWD Regional Director shall prepare the recommendation on the petition from interview with the child and petitioner(s)		7 days	N/A
		Forward recommendation to DSWD Central Office		3 days	N/A
		DSWD Central Office- DSWD Secretary shall act and decide on the petition upon receipt of recommendation from the Regional Director		30 days	N/A
TOTAL				70 days	

7. MINOR'S TRAVELLING ABROAD

GOVERNMENT SERVICE: MTA			
SERVICE INFORMATION			
LIST OF REQUIREMENTS WITH CLASSIFICATION	LIST OF STEPS AND PROCEDURES	Total Processing Time	Total Fees to be Paid

<p>Basic Requirements</p> <p>1) Application Form (from DSWD)</p> <p>2) 2 photocopies of Minor's Birth Certificate (PSA)</p> <p>3) 2 photocopies of Marriage Contract of parents (PSA)</p> <p>4) 2 photocopies of Parents Consent – NOTARIZED</p> <p>5) If illegitimate, CENOMAR from PSA</p> <p>6) 3 pieces picture of minor (passport size) blue and red background</p> <p>7) photocopies of passport of minor's travelling companion</p> <p>8) if ONE parent is dead, Death Certificate is required photocopy</p> <p>9) Fee of 300 for 1 year and 600 for 2 years</p>	<p>Legal Basis</p>	<p>1) Inquiry</p> <p>2) Walk-in Applicant</p> <p>a. Fill-up the application form and wait to be called</p> <p>b. Submit requirements to Social Worker for initial screening for completeness of and authenticity of documents</p> <p>interview/Assessment by Social Worker to determine purpose of travel and vulnerability/risk to child investigation</p> <p>d. Approval and Issuance of Travel Clearance</p> <p>e. Payment of processing fee for travel clearance issued</p> <p>f) Preparation of assessment and attached documents by the Social Worker</p> <p>g) Approval of the Division Chief and Regional Director</p>	<p>Legal Basis</p>	<p>5 minutes</p> <p>1 hour</p> <p>2 Working days</p> <p>1 day</p> <p>TOTAL: 3 working days</p>	<p>None</p> <p>Php 300.00 (1 year Validity) or Php 600.00 (2 years validity)</p>
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FOR SUCCEEDING RENEWAL OF TRAVEL CLEARANCE

3) 2 copies of Parent's Consent to travel (signed by both parents) NOTARIZED 4) Certificate of employment/latest income tax return/ Bank statement 5) 3 pieces picture of minor (passport size) Blue or Red background 6) 2 copies of passport of minor travelling companion 7) Fee of 300 for 1 year validity and 600 for 2 years validity					
REQUIREMENTS WITH SPECIFICATION					
a) Certification from the Airlines b) Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		For Filipino minor/s travelling ALONE to foreign country			
Visa petition approval		For migration			
Certificate of acceptance or enrollment, registration from the school where minor is to be enrolled		For study			
* Certification from the sponsoring organization * Affidavit of undertaking of companion indicating the safety measures undertaken by the		To attend conference, stud tours, competition, student exchange program, summer camp, pilgrimage and other related activities;			

sports agency * Signed invitation from the sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel					
* Medical abstract of the minor *Recommendation from the attending Physician that such medical procedure is not available in the country, letter from sponsor		For medical			
* Placement Authority issued by the ICAB * Authority to Escort issued by the ICAB		For minor going abroad for Inter country adoption			
*Notarized affidavit of undertaking by the Foster Parents indicating purpose of travel *Notarized affidavit of consent from the Regional Director * Phtocopy of Foster Placement *Photocopy of Foster Care Lisence * DSWD Certification of child legally available for adoption CDCLAA * Return ticket		For minor under Foster Care			
* Certified true copy of Court Order on Legal Guardianship		For minor under Legal/guardianship			
* A certification from the manning agency attesting to the parents employment		For minor whose parents are seafarers			

* Photocopy of the Seaman's Book					
* Social Case Study Report executed by a Licensed Social Worker of LGU * Blotter Report * One returned registered mail to the last known address of the alleged missing parents or known relatives		For abandoned minor with alleged missing parent			

DSWD FIELD OFFICE 10

External Services

1. Issuance of Travel Clearance for Minors Travelling Abroad

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

Office / Division:	Minors Travelling Abroad Section – Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Filipino Minors Travelling Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		Field Office 10		
LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides		
Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate Child		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court		
Notarized Affidavit of Consent of both parents/ legal guardian/solo parent.		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)		
2 original colored passport size photos of the minor (in Red or Blue background)		Applicant		
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) Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA		Applicant		
Unaccompanied Minor Certificate from the airlines		Airline Company where ticket is obtained		
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Issuance of Service Sequence Number	None	5 minutes	Officer of the Day

	1.1. Encoding of the client's information in online			
2. Screening of documents	2. Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply	None	5 minutes	<i>Social Worker</i>
3. Interview/Assessment	3. Social Worker interviews and conducts assessment of the application 3.1. Recommends for the approval or disapproval of the application to the Signing Authority	None	10 minutes	<i>Social Worker</i>
4. Review and Approval of the Application	4. Approves/Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (Minimum of 1day processing and maximum of 3 days processing) 4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval of application 4.3 Notify the Nearby DSWD Field Offices 4.3.a If Exempted, Prepares the Certificate of Exemption for Approval of the Regional	None	5 minutes 5 minutes 10 minutes	<i>Division Chief</i> <i>Social Worker</i> <i>Social Worker</i>
5. Payment of: Php 300.00 for 1year validity;	5. Receives and Issues Official Receipt to the Applicant on the Payment Received	None	3 minutes	<i>Cashier</i>

Php600.00 for 2 years validity.				
6. Preparation of Travel Clearance	6. Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	<i>Administrative Staff</i>
7. Approval of the Regional Director	7. Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 minutes	<i>Regional Director</i>
8. Issuance of Travel Clearance Certificate	8. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption	None	5 minutes	<i>Administrative Staff</i>
	9. Review of payroll for liquidation	None	1-3days	<i>Preparedness Unit/Technical staff</i>
	10. Prepare and submit liquidation report to accounting	None	15minutes	<i>Preparedness Unit/Technical staff</i>

2. Releasing of Financial Assistance to Individuals/Families in Crisis Situation Through Disbursing Officer

This covers the releasing of cash Assistance to Individuals/Families in Crisis Situation (AICS) amounting to PHP10,000.00 and below thru the Disbursing Officer at the DSWD Field Office 10.

Office / Division:	Financial and Management Division – Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels;

8. Killed-in-Action/Wounded-in-Action (KIA/WIA)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID of the client presented during the assessment (1 original)		Person needing financial assistance		
Crisis Intervention Unit- (CIU-) approved Certificate of Eligibility cum Acknowledgement Receipt		DSWD CIU Social Worker		
Complete supporting documents depending on the type of assistance assessed by CIU social worker (all originals/certified true copies)		Person needing financial assistance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to FMD Cash Unit Window * Make sure to ready 1 original valid ID presented during the Assessment	1. Accompany the client and endorse client's documents and 1 original valid ID to FMD Cashier	None	5 minutes	<i>Administrative Staff / CIU</i>
2. Sign Acknowledgement Receipt portion of the Certificate of Eligibility	2. Receive the required documents and review for completeness 2.1 Release cash if all required documents are in order 2.2 Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility	None	3 minutes	<i>Disbursing Officer</i>
3. Receive cash * Make sure to count the cash before leaving the counter.	3. Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility as witness	None	1 minute	<i>Administrative Staff/CIU</i>

3. DSWD Disaster Data Request Processing

Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Division (DRMD) through the Disaster Response Operations Management Information Section (DROMIS). The division provides

disaster statistical data on affected and displaced population which can be used for academic and research, and other valid and relevant purposes as per the Division's review and assessment, and can only be obtained thru request. This service can only include request for data that are coursed directly to the Division through email, snail-mail and hand-carried documents.

Office / Division:	Disaster Response Management Division - Disaster Response Operations Management Information Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Students, Researchers, Non-Government Organizations, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request for information		N/A		
One (1) valid proof of identification		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, School/University		
For request made through email, a scanned copy of the request letter and proof of identification must be attached		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with complete details and information together with one (1) valid proof of identification	1. Review and assess request for information	None	15 minutes	<i>DROMIS Technical Staff</i>
	2. If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the Division does not have the data being requested.	None	1 Day	<i>DROMIS Technical Staff</i>

	3. If the data being requested is not readily available, send a letter informing the client of the time required in processing the request.	None	2 Days	<i>DROMIS Technical Staff</i>
	4. If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested	None	1 Day	<i>DROMIS Technical Staff</i>
	5. If more time is needed to process request, undertake necessary action to generate data, send a reply letter providing the client with the data being requested	None	4 Days	<i>DROMIS Technical Staff</i>

4. Local In-Kind Donations Facilitation

The Division accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated as its purpose states.

To safeguard the health of the people and maintain the dignity and quality of the items provided to the affected families or individuals, NO RECEIPT policy of the following items is strictly implemented:

- a. Used Clothing (as per Republic Act 4653)
- b. Food Stuff with expiration date below

Office / Division:	Disaster Response Management Division – Regional Resource Operation Center (RROC)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None Required		None Required

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Donations Facilitation Office	1. Lead the Donors to the designated office	None	1 minute	<i>DSWD Donation-Focal</i>
2. Provide details of donations: Name of Donor / Organization Contact Details What to donate	2. Record the details provided by the donor	None	10 minutes	
3. Present the donations to the inspection and assisting officer, determine, witness the inspection and wait inspection is done.	3. Record the details provided by the donor	None	30 minutes to One (1) hour (depending on the volume of donated items)	<i>Donation-Focal Person</i>
4. Wait for the acknowledgement Receipt to be provided as proof of donations	4. List the donated items and its quantity 4.1 Issue Acknowledgement Receipt	None	15 minutes	<i>Donation-Focal Person</i>

5. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office / Division:	Crisis Intervention Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Medical Assistance for Hospital bill	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Hospital bill (With name and Signature)	Billing clerk of the hospital
3. Barangay certificate/ certificate of Indecency	From the Barangay where the client is presently residing.
4. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
5. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
Medical Assistance for Medicine/ Assistive Device	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Prescription complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
5. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec NBI, DFA and among others)
Medical Assistance for Laboratory Requests	
6. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical
7. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
8. Barangay certificate/ certificate of Indecency	From the Barangay where the client is presently residing.
9. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
Burial Assistance for Funeral Bill	
17. Registered Death Certificate/	City/Municipal Hall, hospital, funeral Parlor

Certification from the tribal chieftain	or Tribal chieftain,			
18. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel			
19. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,			
20. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel			
21. Barangay certificate/ certificate of Indecency	From the Barangay where the client is presently residing.			
Educational Assistance				
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school			
2. Validated School ID/ Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
3. Statement of Account for college students	Registrar, Authorized staff from the school			
For Food Assistance				
1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, NBI, DFA and among others)			
For Cash Assistance for Other Support Services				
1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
2. Depending on the circumstances: - Police Report/Fire incident report from the Bureau of Fire - Passport/Travel Document, certification from OWWA - Certification from Caseworker from rescued clients - Blotter and social worker's certification for the victims of online sexual exploitation of children	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue number	1. Issuance of	None	3 minutes	Security Guard /

	Queue of Number 1.1 Encoding of the client's information in online Spreadsheet			<i>CIU</i>
2. Screening of documents, Interview, Assessment and recommendation	2. CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply	None	25 minutes	<i>CIU Social Worker</i>
3. Review and Approval of the Officer in charge of the Social Workers' recommendation of assistance needed	3. Checking of the OIC of the completion and assessment and recommendation of the worker	None	10 minutes	<i>CIU-officer in Charge</i>
4. Release of Assistance a. Cash outright (Php 10,000.00 Below) b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)	None	a. 10 Minutes b. 5 Minutes	a. <i>Disbursing Officer, FMS</i> b. <i>CIU Admin Staff</i>	4. Release of Assistance a. <i>Cash outright (Php 10,000.00 Below)</i> b. <i>Guarantee Letter addressed to the Service Provider Php 20,000.00 below)</i>
Guarantee Letter Transactions within 3 to 5 Working days				
1. Queue number	<input type="checkbox"/> Issuance of Queue of Number <input type="checkbox"/> Encoding of the client's information in online Spreadsheet	None	3 minutes	<i>CIU Administrative Staff</i>
2. Screening of documents,	<input type="checkbox"/> CIU Social Worker will check	None	30 minutes	<i>CIU Social Worker</i>

Interview, Assessment and recommendation	the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply			
3. Review and Approval of the Designated Approving officers a. Bureau Director (Php 20,001 –Php 75,000) b. Undersecretary for operations (Php 75,001- Php 150,000.00)	<input type="checkbox"/> Checking the completion of documents as well as the assessment and recommendation of the worker	None	Within the 3 working days (Depending on the availability of the approving officers)	<i>Bureau Director Undersecretary for Operations</i>
4. Release of guarantee letter	None	5 Minutes	CIU Admin Staff	<i>Release of guarantee letter</i>

6. Research Protocol Process Flow

Office or Division:	POLICY DEVELOPMENT AND PLANNING UNIT – PPD			
Classification:	Simple			
Types of Transaction:	External			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researchers submits written request to conduct research with attached research proposal and	1. Policy Development and Planning Unit (PDPU) conducts initial review of the research proposal.	None	5 working days	<i>Researchers PDPU Research focal</i>

research request form to the Policy Development and Planning Unit for thesis and research studies in the undergraduate and graduate level two (2) weeks prior to the conduct of data gathering.	<p>1.1. If research is qualified, it is recommended for approval by the Regional Director</p> <p>1.2. If insufficient, PDPU returns the requirements for revision and/or submission of additional requirements by researchers.</p>			
	<p>2. PDPU endorses research proposal for approval to the Regional Director.</p> <p>2.1. If disapproved, PDPU returns the requirements for revision and/or submission of additional requirements by researchers.</p>	None	1 day	<i>PDPU Research focal</i>
	3. PDPU endorses the approved Research Proposal and the Conduct of Research to DSWD facility	None	1 day	<i>PDPU Research focal</i>
4. Researchers conduct actual data gathering at the DSWD Facility	4. PDPU oversees the conduct of research	None		<i>PDPU Research focal</i> <i>Researchers</i>
	5. Researchers and PDPU conducts Exit Conference one (1) week after conduct of Data Gathering to evaluate the results.	None	2-3hrs	<i>PDPU Research focal</i> <i>Researchers</i>

7. Recruitment, Selection, and Placement (RSP)

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) – HRMDD			
Classification:	Complex (multi-stage processing)			
Type of Transaction:	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)			
Who may avail:	All interested applicants (External and Internal)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements/ application for a particular vacant position			Client HRMDD Job Application System	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Viewing and reviewing of vacancy postings from the DSWD FO, DSWD website and social media platforms	1. Posting of Notice of Vacancy in three (3) conspicuous places in DSWD FO and DSWD Website and Social Media Platform; submission of request for publication to CSC Bulletin of Vacant Positions	None	10 days	<i>HRMDD-HRPPMU Recruitment, Selection and Placement Unit</i>
2. Submit the application/set of documents to the Regional Director through the HRMDD	2. Receive the application/documents submitted by the client/applicant	None	15 minutes (counted as 1 day)	<i>Client/Applicant</i>
3. Upon the closing/deadline of submission of applications, wait for the result of the HRMDD evaluation on your application	3. Evaluation of applications based on the CSC Minimum Qualification Standard of the position, Competency-Based requirements	None	3 days (may be extended based on the volume of applications)	<i>HRMDD-HRPPMU RSP Personnel/Evaluator</i>
4. Applicants shall wait for	4. RSP personnel's evaluation and	None	5 days (may be	<i>Hiring Office/Bureau/Service</i>

the invitation/text message from the HRMDD - Recruitment Officer	assessment to the longlisted applicants' qualification based on their preferred requirements for Education, Training and Experience (ETE), Competencies		extended based on the volume of applications)	/Unit (OBSU)
5. Qualified applicants shall receive invitation for the Initial Qualifying Test (IQT)	5. Preparation and submission of Longlist of Applicants from the talent pool	None	15 days (may be extended based on the volume of applications)	HRMDD-HRPPMU RSP Personnel
6. Not qualified applicants shall receive a regret letter/notice	6. Invitation to the Qualified Applicants for the Initial Qualifying Test	None	3 days (may be extended based on the volume of applications)	HRMDD-HRPPMU RSP Personnel
7. Qualified Applicants to take the IQT - Initial shortlisted applicants shall receive invitation for the Technical/Special Exam	7. IQT Administration	None	2 hours (counted as 1 day)	HRMDD-HRPPMU RSP Personnel
8. Initial Shortlisted Applicants to take the Technical Exam	8. Technical/Special Exam Administration	None	1-2 hours (based on the difficulty of the examination) (counted as 1 day)	HRMDD-HRPPMU RSP Personnel
9. Checking and Reviewing of Test Papers	9. Hiring office/unit to check the applicants' technical exam answer sheets	None	5 days	Hiring Office/Bureau/Service /Unit (OBSU)

	9.1 Applicants who passed the cut-off score will be invited for a Panel Interview			
10. Shortlisted Applicants to attend Panel Interview	10. Applicants who passed the cut-off score will be invited for a Panel Interview	None	1 day (may be extended based on the number of applicants)	<i>Hiring Office/Unit</i>
11. Interview and Deliberation of candidates	11. Actual Panel Interview & Deliberation	None	5 days (may be extended based on the board's schedule and availability)	<i>Field Office - Human Resource Merit Promotion and Selection Board (FO-HRMPSB)</i>
12. Approval and Selection of Candidate/s	12. Endorsement of FO-HRMPSB resolution with the final shortlist of applicants for final action/selection of the Appointing Authority	None	10 days (may be extended based on the Appointing Authority's schedule and availability)	<i>Appointing Authority</i>
13. Approved Appointment Paper/Contract	13. Issuance of Appointment	None	20 days (may be extended based on the Appointing Authority's schedule and availability)	<i>Appointing Authority</i> <i>HRMDD-HRPPMU</i> <i>RSP Personnel</i>
TOTAL		None	80 days	<i>May be extended depending on the volume of transactions handled</i>

8. Submission of Application for Vacant Position

The vacant position/s in the Department is/are posted in the DSWD Website, DSWD and Civil Service Commission (CSC) Bulletin Boards, Social Media Platforms, and DSWD Conspicuous Places. Vacant position/s are also posted during participations in

different Job Fairs. The employment status of the posted vacancies are indicated to be Permanent, Contractual, Casual, or Contract of Service (COS).

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) – HRMDD	
Classification:	Simple	
Type of Transaction:	G2C – Government to Transacting Public	
Who may avail:	All interested applicants (Equal Employment Opportunity Principle)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter addressed to Director Mari-Flor Dollaga-Libang of DSWD, Field Office 10		Client
Duly accomplished Personal Data Sheet (PDS) with Work Experience Sheet		Client
Transcript of Record/Diploma		Client/Graduated School or University
Copy of Certificate of Relevant Trainings and Seminars attended (if applicable)		Client
Copy of Certified duly signed Individual Performance Contract Rating (IPCR) or its equivalent for external applicants with a Very Satisfactory rating during the last period (if applicable)		Client/Present or Previous Employer
Copy of Civil Service Eligibility and/or PRC License ID/Board Rating (if applicable)		Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving practice of profession

A. Online/Email Submission @ recruitment.fo10@dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph), DSWD social media platform (facebook- https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	None	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
2. Select the desired position among	None	None	1 minute	<i>Client/Applicant</i>

the list of vacancies;			(based on system response time)	Online System
3. Attach/Upload fully signed and scanned application documents/requirements and cover note. NOTE: Indicate in the subject of the email the position applied for	3. The documents uploaded/submitted will be accepted by the system.	None	2-5 minutes (based on system response time)	Client/Applicant Online System
TOTAL		None	7 minutes	May be extended based on the internet speed and system response time

B. Snail Mail / Courier Submission (hard copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph), DSWD social media platform (facebook- https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	none	None	1 minute (based on system response time)	Client/Applicant Online System
2. Select the desired position among the list of vacancies;	none	None	1 minute (based on system response time)	Client/Applicant Online System
3. Submit fully accomplished and signed application documents/requirements and cover note through courier (LBC, JRS express and other courier services).	Receive the application/documents submitted by the client/applicant. Review and	None	3-5 days	Incoming/Outgoing Clerk HRPPMU Receiving Area

	check the completeness of the documents submitted.			
TOTAL		None	5 days and 2 minutes	<i>May be extended based on the internet speed and system response time</i>

C. Walk-In Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph), DSWD social media platform (facebook- https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
2. Select the desired position among the list of vacancies;	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
3. Encode in the HRE-KIOSK through the Applicant Pooling Information System (APIS).	3. Receive the application/documents submitted by the client/applicant. Review and check the completeness of the documents submitted.	None	3-5 days	<i>Incoming/Outgoing Clerk</i> <i>HRPPMU</i> <i>Receiving Area</i>
TOTAL		None	5 days and 2 minutes	<i>May be extended based on the internet speed and</i>

			<i>system response time</i>
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9. Admission of Clients to Centers and Residential Facilities

Office or Division:		RRCY/PSD			
Classification:		Simple			
Type of Transaction:		CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Client's referrals from other agency (Admission)	1. Physical Inspection Security Guard	Physical inspection form	10-15 mins	None	Security Guard
2	2. Inform the Social Services Unit		2-3 mins	None	Security Guard
3	3. Transfer of client form Security Guard House to Social Services Unit (Admin Building)	Result of physical inspection	2-5 mins	None	Security Guard
4	4. Check and review the documents submitted by the referring party	Reviewed the following documents; <ul style="list-style-type: none">• Court Order from the Committing	10-15 mins	None	Social Worker

		Courts/ RTC's <ul style="list-style-type: none"> • Birth Certificate of the CICL • Social Case Study from the referring party/LGU/Court Social Worker • Medical certificate • School Record • Police records 			
5	5. If court order is present, conduct interview/admission conference and fill-up admission documents	Filled-up following documents; <ul style="list-style-type: none"> • Admission slip • Certificate of admission • Intake sheets • Social Welfare indicator • Parent's statement • Consent for medical treatment from parents 	30-45 mins	None	<i>Social Worker</i>

		<ul style="list-style-type: none"> Case Conference 			
6	6. Orientation of RA 9344, programs and services as well as the policies of the center.	List of Policies <ul style="list-style-type: none"> Cardinal Rules Kasabutan between CICL General Rules Child Protection Policy 	10-15mins	None	<i>Social Worker</i>
7	7. Take photo	Photo	1-2mins	None	<i>Social Worker</i>
8	8. Turn-over the client to Homelife Unit		3-5mins	None	<i>Social Worker</i>

DSWD FIELD OFFICE 11

External Services

1. Assistance to Individuals-In-Crisis Situation (AICS)

The Assistance to Individuals in Crisis Situation (AICS) is part of the DSWD's protective services for the poor, marginalized and vulnerable/disadvantaged individuals. The AICS has been implemented by the DSWD for decades, as part of its technical assistance and resource augmentation support to LGUs and other partners.

Office or Division:	Protective Services Division – Crisis Intervention Section
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Individuals in Crisis Situation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance for Hospital Bill: <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician. (1 original and 1 photocopy) 2. Hospital bill (with name and signature) (1 original and 1 photocopy) 3. Barangay certificate / certificate of Indigency (1 original and 1 photocopy) 4. Any valid Government Issued I.D (2 photocopies) 5. Social Case Study Report 	<ol style="list-style-type: none"> 1. Hospital Nurse station/records section 2. Hospital billing section 3. Barangay Hall 4. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID
Medical Assistance for Medicine / Assistive Device <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician (1 original and 1 photocopy) 2. Prescription complete with name, license number, and signature of the Physician (2 photocopies) 3. Barangay certificate / certificate of Indigency (1 original and 1 photocopy) 4. Any valid Government Issued I.D (2 photocopies) 5. Social Case Study Report 	<ol style="list-style-type: none"> 1. Hospital Nurse station/records section 2. Hospital Nurse station/records section / Physicians clinic 3. Barangay Hall 4. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID

Medical Assistance for Laboratory Requests <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician. (1 original and 1 photocopy) 2. Laboratory Requests with name, license number, and signature of the Physician (1 original and 1 photocopy) 3. Laboratory Quotation (1 original and 1 photocopy) 4. Barangay certificate / certificate of Indigency (1 original and 1 photocopy) 5. Any valid Government Issued I.D (2 photocopies) 6. Social Case Study Report 	<ol style="list-style-type: none"> 1. Hospital Nurse station/records section 2. Hospital / physicians clinic 3. Hospital/clinic billing section 4. Barangay hall 5. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID
Burial Assistance or Transfer of Cadaver <ol style="list-style-type: none"> 1. Registered Death Certificate / Certification from the tribal chieftain (1 Certified true copy and 1 photocopy) 2. Funeral Contract (1 certified true copy and 1 photocopy) 3. Transfer Permit (1 certified true copy and 1 photocopy) 4. Barangay certificate / certificate of Indigency (1 original and 1 photocopy) 5. Any valid Government Issued I.D (2 photocopies) 	<ol style="list-style-type: none"> 1. Local City Registrar / Tribal Chieftain Office 2. Funeral Home billing section 3. Local City Registrar 4. Barangay Hall 5. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID
Educational Assistance <ol style="list-style-type: none"> 1. Enrolment Assessment Form or Certificate of Enrolment or Registration (1 original and 1 photocopy) 2. Validated School ID / Valid I.D of the Parent/Guardian (2 photocopies) 3. Statement of Account for college students (1 original and 1 photocopy) 	<ol style="list-style-type: none"> 1. School Registrar's office 2. School issued ID / Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 3. School – Student's Account Section
- For Food Assistance <ol style="list-style-type: none"> 1. Any valid Government Issued I.D (2 photocopies) 	<ol style="list-style-type: none"> 1. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig,

2. Project Proposal and Food Distribution List (CRCF client) (2 Original) 4. Barangay certificate / certificate of Residency (1 original and 1 photocopy)		Barangay issued ID 2. Company/any government agency of the requesting party 3. Barangay Hall		
- For Cash Assistance for Other Support Services 1. Any valid Government Issued I.D (2 photocopies) 2. Depending on the circumstances: <ul style="list-style-type: none"> • Police Report / Fire incident report from the Bureau of Fire (1 Original and 1 photocopy) • Passport / Travel Document, certification from OWWA (1 original and 1 photocopy) • Certification from Casework from rescued clients (1 original and 1 photocopy) • Blotter and social worker's certification for the victims of online sexual exploitation of children. (1 original and 1 photocopy) 		1. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 2. Any of the following: <ul style="list-style-type: none"> • Police station, Bureau of Fire • OWWA • OWWA / referring Government Office • Police Station 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Step 1 area and submit documents.	1. Review/pre-assess documents of the clients;	None	5 minutes	<i>Social Welfare Aide Crisis Intervention Unit</i>
2. Wait to be called for interview	2.1 Verify client and patient name in the data base. 2.2 Call the client for interview			<i>Social Welfare Aide Crisis Intervention Unit</i>
3. Proceed to Step 2 area for the interview	3.1 Encode basic information of the client 3.2 Advise the client to proceed to Step 3 are for assessment of the	None	5 minutes	<i>Social Welfare Aide Crisis Intervention Unit</i>

	Social Worker			
4. Proceed to Step 3 area for social worker's assessment	4.1 Interview the client 4.2 Assess the needs of the client 4.3 Prepare recommendation for the client	None	10 minutes	<i>Social Worker Crisis Intervention Unit</i>
5. Proceed to waiting area and wait for the approval of assistance	5. Review and Approval of Recommendation	None	5 minutes	<i>Approving Officer CIU Head P100.00 – P10,000.00</i> <i>Protective Services Division Chief P10,001.00 – P50,000.00</i> <i>Regional Director P50,001.00 – 150,000.00</i>
6. Receive the assistance	6. Release of Assistance a. Cash Outright (Php 10,000.00 below) b. Guarantee Letter addressed to the Service provider.	None	5 minutes	<i>CIU Head/Disbursing Officer</i> <i>Social Welfare Aide Crisis Intervention Unit</i>
TOTAL			30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients can send a feedback letter either thru e-mail or snail mail addressed to the Regional Director.
How feedbacks are processed	Consolidate, discuss the feedbacks and solve it.
How to file a complaint	Clients can file complaint either thru e-mail or snail

	mail addressed to the Regional Director.
How complaints are processed	Conduct interview to the clients regarding the complaints and assess client's complaints
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Recovery and Reintegration Program for Trafficked Persons (RRPTP)

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

Office or Division:	Community-based Services Section - RRPTP		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Victim-survivor of trafficking and their families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Case Management			
Travel documents		Client	
One (1) original Valid ID		SSS, GSIS, Pag-ibig, Philhealth, Voter’s ID, TIN, Brgy. ID	
Social Case Study Report		CBSS-DSWD Field Office XI	
Medical Assistance			
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)		Attending Physician, Hospital/ Medical Clinic	
Hospital Bill (for payment of hospital bill)		Billing Section, Hospital	
Prescription (for medicines)		Attending Physician, Hospital/Medical Clinic	
Laboratory requests (for procedures)		Attending Physician, Hospital/Medical Clinic	
One (1) original and One (1) photocopy Valid ID of the client		SSS, GSIS, Pag-ibig, Philhealth, Voter’s ID, TIN, Brgy. ID	
Original Barangay Certificate		Barangay Hall	
Educational Assistance			
School registration and/ or certificate of enrolment and		Office of Registrar, School/University/College	

Statement of Account for tertiary education	Billing Section, School/University/College
One (1) photocopy Valid school ID	Client
One (1) photocopy Valid ID of the parent/guardian	Parent/Guardian
Skills Training	
Official receipt from the training school (TESDA/ CHED accredited training school.	Training school (TESDA/ CHED accredited training school.
Valid school ID	Client
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
Contract of Employment or any similar document which indicates that they are hired	Employer
One (1) photocopy Valid ID	SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN, Brgy. ID
Barangay Certificate	Barangay Hall
Financial Assistance for Livelihood	
Result of the Handa Ka Na Bang Magnegosyo? (Eligible clients will be endorsed/referred to Sustainable Livelihood Program Dept. for assessment.	Recommendation from SLP-DSWD Field Office XI
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)	Client
One (1) photocopy Valid ID	SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN, Brgy. ID
Barangay Certificate	Barangay Hall
Social Case Study Report	CBSS, DSWD Field Office XI/ CSWDO Davao City
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	

None				
Provision of Temporary Shelter				
None				
Support for Victim-survivors/ Witness and Transportation Assistance				
One (1) photocopy Valid ID		SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN		
Social Case Study Report		CBSS, DSWD Field Office XI		
Official receipt for the client's board and lodging.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess the need of the client 1.2 Prepare General Intake Sheet, Cert. of Eligibility and Cash Voucher 1.3 Provision of the following assistance based on the assessments a. CASH b. Medical Assistance c. Educational Assistance d. Assistance for Employment e. Support for victim-survivor/ Witness and transportation Assistance f. Skills Training	None	1 hour	RRPTP Social Worker
2. Submission of	2.1 Screening of	None	2 hours	RRPTP Social

Documentary Requirement for the service/s avail	the submitted documents 2.2 Processing of the assistance being sought; None Preparation of Voucher (if financial related Preparation of referral letter (if needs other program assistance) 2.3 PSD-CBSS Section Head recommend and approved the provision of Cash assistance. 2.4 Releasing of the cash assistance to client			<i>Worker</i>
TOTAL			3 hours	
Non-Cash				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess eligible TIP clients for livelihood assistance 1.2 Prepare case study report 1.3 Prepare and submit referral letter to SLP	None	7 days	<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirement for the service/s avail	2.1 Wait for SLP's assessment and recommendation	None	15 days	<i>RRPTP Social Worker</i>

	2.2 Processing of the assistance 2.3 Preparation of voucher and other documents such as (Brgy. Cert and photocopy ID of the client) 2.4 PSD-CBSS Section Head recommend and approved the provision of Cash livelihood assistance 2.5 Releasing of the cash assistance to client			
TOTAL			22 days	
Provision of temporary shelter				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess the need of the client 1.2 Prepare case study report 1.3 Prepare referral letter to partner agency/s	None	14 days	<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirement for the service/s avail	2.1 Prepare other pertinent documents of the client 2.2 Endorsed client to partner	None	1 day	<i>RRPTP Social Worker</i>

	agency			
	Total		15 days	
Psychosocial Counseling				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1. Advice giving to walk in TIP clients and providing short orientation on Human Trafficking	None	1 hour	<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirement for the service/s availed	2. None or no needed documentary requirements for the service/s availed	None		
	TOTAL	None	1 hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Please indicate the needed action by the client on how to feedback or follow-up her/his request</p> <p>If client will follow-up through letter, specify to whom/where the letter should be addressed.</p> <p>If client will follow-up through email, indicate the email address.</p> <p>If client will follow-up through call or text, indicate contact number to call/text</p>
How feedbacks are processed	Please indicate how will DSWD (CBSS) processed all feedbacks or follow-ups received.
How to file a complaint	<p>Please indicate the needed action by the client on how to file complaint about her/his request</p> <p>If client will file through letter, specify to whom/where the letter should be addressed.</p> <p>If client will file through email, indicate the email address.</p>

	If client will file through call or text, indicate contact number to call/text
How complaints are processed	Please indicate how will DSWD (CBSS) processed all filed complaints received.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Foster Family Care Program

Foster Family Care is the provision of planned substitute parental to a child by a licensed foster family when his/her biological parents are unable to care for his/her temporarily. In general, the foster family is not related to the child. Foster family care as an alternative family.

Office or Division	Protective Service Division
Classification	Highly Technical
Type of Transaction	G2G- Government to Government C2G- Citizen to Government G2C-Government to Citizen
Who may Avail	Qualified Applicant Foster Family; All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF); walked-in clients.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Foster Family Care:	
1 PSA copy of Marriage Certificate	Philippine Statistics Authority (PSA) Office
1 PSA copy Birth Certificate of the applicant/s.	Philippine Statistics Authority (PSA) Office
1 original Medical Certificate (husband and wife)	Private/Government Physician with valid license number and signature
Printed Recent Family Pictures	From the Applicant
Original Barangay Certification/Certificate of Residence (husband & wife)	Office of the Barangay Captain
1 Original NBI or Police Clearance (husband and wife)	National Bureau of Investigation (NBI)/ Philippine National Police (PNP)
1 Photocopy of Latest Income Tax / Pay slip	BIR/ Employer
1 original Certificate of Employment (husband and wife)	Agency/Employer
3 Character references	Identified character references.

1 Completely Filled Up application form.	Adoption Resource and Referral Section and Foster Care, DSWD FO XI
Additional Requirements for Alien/Foreigner:	
Certificate of Residence in the Philippines.	Bureau of Immigration of the DFA
Two character references from non-relatives who know the applicants in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than 15 years.	From applicant
For Foster child/children from CCA/LGU	
Signed Recent Child Study Report	Handling social worker of LGU
1 PSA copy of Birth Certificate	Philippine Statistic Authority
1 Signed Referral Letter from referring party.	From Referring Local Government Unit or Child Caring Agency.
1. 1 signed Health & Medical Profile of the child.	Government / Private Physician with valid license
2. Printed Recent Pictures	From the Applicant
3. 1 Signed Waiver of parents if available.	Form is provided by the LGU/ CCA / DSWD
4. 1 completely signed Deed of Voluntary Commitment if surrendered by parents.	From the handling social worker.
1 original Blotter report if abandoned.	From the Police precinct where case was recorded.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Applicants for Foster Family Care may inquire through phone call/ letter/ email/ social media or visit the office.	1.1 Staff will take note of applicant/s information; 1.2 Advise the applicant (couple) to attend the scheduled Foster Care Forum; 1.3 Conduct and request for certificate of attendance (couple).	None	5 minutes 5 minutes 3 hours	<i>Administrative Assistant II ARRS</i>
2. Submit	2.1 Staff assigned	None	15 minutes	<i>ARRS Assigned</i>

application form and requirements	<p>will thoroughly check the application form if completely filled and signed and will review the documents submitted and advice applicant if there is lacking or it is already complete.</p> <p>2.1.1 If complete, inform the applicant the status of the submitted documents</p> <p>2.1.2 If incomplete, identify to the applicant to the lacking documents to be submitted.</p> <p>2.2 Assigned Social Worker will schedule the home visitation to the applicant's house.</p>			<i>Social Worker</i>
3. Attend the home validation.	3.1 The assigned social worker will conduct home validation.	None	One (1) Working Day	<i>ARRS Assigned Social Worker</i>

	<p>3.1.1 The assigned Social Worker will do the interview to the family; the whole family shall be consulted and each family member's approval is sought when fostering a child.</p> <p>3.1.2 The Social Worker will advise/explain to the family the process.</p> <p>3.1.3 Collect lacking documents if there is lacking.</p> <p>3.1.4 Conduct collateral interview to the neighborhood, barangay office if needed.</p> <p>3.2 Take pictures of the house and family.</p>			
4. Wait for the application if approved or not.	4.1 The assigned Social Worker will draft the Home Study Report (HSR)	None	15 working days	<i>ARRS Assigned Social Worker</i>

	<p>4.2 The assigned Social Worker will conduct contact reference validation.</p> <p>4.3 Submit the HSR to Supervisor for review.</p> <p>4.4 Finalize the HSR for Regional Director's approval or disapproval.</p> <p>4.5 If approved, inform the foster family applicant.</p> <p>4.6 If disapproved, depending on the recommendation, the assigned social worker will comply or address the recommendation and revise HSR for submission.</p> <p>4.7 Inform the applicants of the result of their application.</p> <p>4.8 Assigned Social Worker/ staff will prepare the Foster license Certificate for the approved applicant.</p> <p>4.9 Assigned</p>			
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	<p>Social Worker will ask the foster family to sign the Foster Care License (FCL) in the office.</p> <p>4.10 Assigned Social Worker will facilitate the signature of the Regional Director to the Foster Care License.</p>			
<p>5. Approved Foster Family should be ready for possible placement of foster children to their home.</p>	<p>5.1 The assigned social worker will inform the applicant that they will be presented to the Regional Matching Conference as available foster family.</p> <p>5.2 The assigned Social Worker will inform the family is matched or not.</p> <p>5.3 If matched, the assigned social worker will prepare the Foster Placement Authority (FPA) in preparation for the placement of the foster child.</p> <p>5.4 Schedule a date for</p>	None	7 working days	<i>ARRS Assigned Social Worker</i>

	placement / physical transfer of the child.			
6. Review the case background of the child matched to them.	6.1 Assigned Social Worker will advise the foster family what to prepare for the child's coming and adjustment period. 6.2 Advise the family/couple to be available during the placement/ physical transfer/turnover of the foster child/children in the DSWD Field Office XI.	None	2 working days	<i>ARRS Assigned Social Worker</i>
7. Foster family will receive/take custody of the foster child.	7.1 The assigned staff will conduct case conference together with the assigned staff/social worker handling the child's case and to the foster family. 7.2 Inform the health status, physical status and medical status if there is necessary to inform about the child. (Physically	None	4 hours	<i>ARRS Assigned Social Worker</i>

	<p>check/undress the child)</p> <p>7.3 Advise foster family that constant monitoring will be done by the assigned social worker through text, social media app, emails and home visitation.</p> <p>7.4 Update the foster family regarding child's case in preparation for reunification/re integration or adoption.</p>			
<p>8. Foster Family to provide safe and loving environment to the child.(this is to prepare the child for permanent/ reintegration to their family)</p>	<p>8.1 Assigned Social Worker will process the request of Parenting Capability Assessment Report (PCAR) to the Local Government Unit (LGU) of the child's birth parents/ relatives for possible reunification of the foster child.</p> <p>8.2 If no family/relatives for reunification, the assigned</p>	None	12 months	<i>ARRS Assigned Social Worker</i>

	social worker will process the requirements for the issuance of Certificate Declaring a Child Legally Available for Adoption (CDCLAA).			
TOTAL		None	1 year and 28 days	
"Service is covered under RA 10165"				
FOR FOSTER CHILD/CHILDREN FROM CCA/LGU				
1. The referring CCA/LGU will call/ write/ visit DSWD for inquiry.	ARRS staff will provide the necessary information and list of requirements to prepare for the child/children case referral.	None	10 minutes	ARRS Staff
2.The referring CCA/ LGU will submit the necessary documents for referral	2.1ARRS staff will receive the documents; 2.2ARRS Head will assign the case to Foster Care Social Worker. 2.3Assigned Social Worker will review the submitted documents; 2.4Assigned Social worker will advise the referring social worker of the scheduled matching conference.	None	5 working days	Assigned Social Worker and referring Social Worker.
3.Referring CCA/LGU will present the Child's case during the	3.1 Assigned Social worker advise the Referring social worker to prepare	None	1 working day	Assigned Social Worker and referring Social Worker.

Regional Matching Conference	<p>the Power Point Presentation of the case.</p> <p>3.2 Assigned Social Worker will provide the guidelines in presenting the case.</p> <p>3.3 Assigned social worker will assist the referring CCA/LGU during the Regional Matching Conference.</p> <p>3.4 If approved and matched, the assigned social worker will prepare the foster placement authority (FPA)</p> <p>3.5 If not matched, the assigned social worker and referring social worker will address the recommendation of the Regional Child Welfare Specialist Group (RCWSG) for next presentation of child's case.</p>			
4. The referring CCA/LGU will bring the child in the DSWD Field Office XI for case conference and for foster placement / physical transfer of the child.	<p>4.1 Assigned Social Worker and the referring Social Worker will have a conference with the licensed and matched foster family.</p> <p>4.2 The referring social worker will turn over the</p>	None	4 hours	<i>Assigned ARRS Social Worker</i>

	<p>child's pertinent documents/ Child's file.</p> <p>4.3 Assigned Social Worker will let the Foster Family sign the Foster Placement Authority (FPA).</p> <p>4.4 The referring Social Worker will sign the discharge slip.</p> <p>4.5 Assigned Social Worker will re-orient the foster family regarding the monitoring activities to be done.</p>			
<p>5. Foster Family to prepare the child emotionally and physically for reunification or issuance of CDCLAA.</p>	<p>5.1 Assigned Social Worker will process the request of Parenting Capability Assessment Report (PCAR) to the Local Government Unit (LGU) of the child's birth parents/ relatives for possible reunification of the foster child.</p> <p>5.2 If no family/relatives for reunification, the assigned social worker will process the requirements for the issuance of Certificate Declaring a Child Legally Available</p>	None	12 months	<i>Assigned Social Worker</i>

	for Adoption (CDCLAA).			
TOTAL		None	1 year & 7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Foster Family, Referring CCA/LGU may send an email, text message to the assigned social worker or message through official social media account of DSWD Field Office XI – ARRS.
How feedback are processed	DSWD FO XI – ARRS, will print the sent message and give it the assigned social worker.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office XI. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	The concerned office/ staff will conduct a case conference/ meeting with the complainant itself and discuss the concern in detail.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

4. Adoption

Adoption gives the adoptive child the same rights, status and privileges as those of a birth child. It is a socio-legal process which establishes a parent-child relationship between persons who are not related by birth.

Office or Division	Adoption Resource and Referral Section – DSWD Field Office XI
Classification	Highly Technical
Type of Transaction	G2G- Government to Government G2C- Government to Citizens C2G- Citizen to Government
Who may avail	<ol style="list-style-type: none"> A Filipino citizen who is at least 21 years of age and is at least 16 years older than the child to be adopted, in possession of full civil capacity and legal rights, and in position to support and care for his children (legitimate or illegitimate); Any alien possessing the same qualifications as above stated and who has been living in the Philippines for at least three (3) continuous years prior to filing of the

	Application for Adoption and maintains such residence until the adoption decree is finalized
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Prospective Adoptive Parent/s (PAPs Dossier)	
1 Duly accomplished and signed Application Form	Secure the application form from ARRS and Foster Care Office
1 PSA copy Birth Certificate of the couple applicant/s and their children.	Philippine Statistics Authority (PSA) Office
1 PSA copy of Marriage Certificate, or Divorce, Annulment, Declaration of Nullity or Legal Separation documents	Philippine Statistics Authority (PSA) Office
1 original notarized consent for adoption. (for children above 10 years old)	Agency/Employer
1 original Certificate of Attendance to Adoption Forum	Adoption Resource and Referral Section and Foster Care, DSWD Field Office XI
1 original Physical and Medical Evaluation (husband and wife) stating fit to adopt a child.	Private/Government Physician with valid license number and signature
1 original Psychological Evaluation (husband and wife)	Psychological testing center
1 original National Bureau of Investigation (NBI) Clearance (husband and wife)	National Bureau of Investigation Office
1 original police clearance (Husband & Wife)	Police Station
Original Barangay Certification/Certificate of Residence (husband & wife)	Office of the Barangay Captain
1 photocopy of Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Agency/Employer
3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months)	From the Applicant
1 original court clearance (husband and wife)	Municipal/Regional Trial Court
1 original Fiscal Clearance (Husband and wife)	Prosecutor's Office
1 original affidavit of custody	Lawyer/notary public
Three (3) letters of character references who have known the applicant for at least 3 years	From the Applicant
In addition, foreign nationals shall submit the following:	
1 original Certification that PAPs have legal capacity to adopt in their country and will	From the foreigner's embassy.

allow the child adopted in the Philippines to enter their country permanently reside there;	
1 original Certificate of residence in the Philippines issued by the Bureau of Immigration or Department of Foreign Affairs;	Bureau of Immigration or Department of Foreign Affairs
2 character references from non-relatives who knew the PAPs in the country where they resided (for over 15 years) prior to residing in the Philippines; and	From the applicant
Police Clearance from all places of residence in the past two years immediately prior to residing in the Philippines	Police office from former country
For relative adoption Same as the requirements stated in the previous documents for surrendered, abandoned and neglected children	
1 Notarized Oath and Undertaking by the guardian/ relative	Lawyer/ notary public
1 originally signed Family Genogram with 1 photocopy of Birth Certificate/s (each member)	From the applicant
Certificate of attendance for Adoption Forum	From DSWD.
For cases of Children with Finalized Domestic Adoption Same as the requirements stated in the previous documents submitted with the following:	
1 Certified True Copy of the Adoption Decree	Regional Trial Court
1 Certified True Copy of the Finality/ Entry of Judgment	Regional Trial Court
1 PSA copy New Birth Certificate	PSA
Photographs of the Child with the Adoptive Parents	From Applicant
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;	
1 originally signed HSR prepared by an accredited Foreign Adoption Agencies (FAA)	Foreign Adoption Agencies (FAA)
1 Certification that the said FAA is accredited	Foreign Adoption Agencies (FAA)

Child's dossier				
1 originally signed Endorsement letter	From LGU/CCAs			
Child Study Report	From LGU/CCAs,			
Birth Certificate/ Foundling Certificate (2 SECPA copies original)	Philippine Statistics Authority (PSA)			
Deed of Voluntary Commitment (DVC), if any	From Referring CCA, LGU			
1 original Certificate of Authority of Notarial Act (CANA)	Municipal/ Regional Trial Court			
Two (2) original copies of the CDCLAA (numbered)	From Referring CCA, LGU			
Health and Medical Profile	From Referring CCA, LGU			
Psychological Evaluation Report	From Referring CCA, LGU			
Recent Photograph	From Referring CCA, LGU			
Child's Profile	From Referring CCA, LGU			
Regional Clearance for Inter- country Adoption	DSWD			
Consent for Adoption (if 10 years old and above)	DSWD, CCAs, CPAs			
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The interested Prospective Adoptive Parents will do the inquiry through phone call/ letter/ email/ social media or visit the office.	1.4 Staff will take note of applicant/s information; 1.5 Advise the applicant (couple) to attend the scheduled Adoption Forum; 1.6 Attend and request for certificate of attendance (couple).	None	15 minutes	<i>Administrative Assistant II (ARRS Staff)</i>
2. Submit application form and requirements	2.1 Staff assigned will thoroughly check the application form if completely filled and review the documents submitted to	None	15 minutes	<i>ARRS Assigned Social Worker</i>

	<p>advise applicant if there is lacking or it is already complete.</p> <p>2.2 Assigned Social Worker will schedule the home visitation to the applicant's house.</p>			
3. Attend and participate the home validation.	<p>3.1 The assigned social worker will conduct home validation.</p> <p>3.1.1 The assigned Social Worker will do the interview to the family; all family member's approval is sought.</p> <p>3.1.2 The Social Worker will advise/explain to the family the process.</p> <p>3.1.3 Collect lacking documents if there is lacking.</p> <p>3.1.4 Conduct collateral interview to the neighborhood, barangay office if needed.</p>	None	1 working day	<i>ARRS Assigned Social Worker</i>

	3.2 Take pictures of the house and family.			
4. Wait for the approval of the application.	4.1 The assigned Social Worker will draft the Home Study Report (HSR) 4.2 The assigned Social Worker will conduct contact reference validation. 4.3 Submit the HSR to Supervisor for review. 4.4 Finalize the HSR for Regional Director's approval or disapproval. 4.5 If approved, inform the Prospective Adoptive Parent/s. 4.6 If disapproved, depending on the recommendation, the assigned social worker will comply or address the recommendation and revise HSR for submission. 4.7 Inform the applicants of the result of their	None	15 working days	<i>ARRS Assigned Social Worker</i>

	application.			
5. Approved PAPs should be ready for the result of Regional Matching Conference.	5.1 The assigned social worker will inform the applicant that they will be presented to the Regional Matching Conference as available regular Prospective Adoptive Parent/s if there are children be presented that meet their child preference. 5.2 The assigned Social Worker will inform the family if matched or not. 5.3 If matched, the assigned social worker will inform the PAP/s of the child matched to them.	None	1 working day	<i>ARRS Assigned Social Worker</i>
6. PAPs will check the child's background and see the photographs of the child. The PAPs may visit the child in the CCA.	6.1 Show PAPs the photograph of the child or let them visit the child if child is in CCA. 6.2 If PAPs will accept the child matched to them, they	None	15 working days	<i>ARRS Assigned Social Worker</i>

	<p>will prepare and submit acceptance letter.</p> <p>6.3 If otherwise, the PAPs will write non-acceptance letter stating their reason. Then, the PAPs will be re-scheduled for second presentation. In the event, the PAPs will still decline the second child matched to them, the social worker assigned will conduct re-assessment to the PAPs.</p> <p>6.4 If PAPs will accept the child matched to them, assigned social worker will prepare the Pre-Adoption Placement Authority.</p> <p>6.5 The assigned Social Worker Will Schedule a date for placement / physical transfer of the child.</p>			
7. PAPs will prepare for the placement of the	7.1 Assigned Social Worker	None	1 hour	<i>ARRS Assigned Social Worker</i>

[illegible]

	<p>be done by the assigned social worker through text, social media app, emails and home visitation for three consecutive months with supervisory reports indicating development of both PAPs and child relationship.</p> <p>8.4 After three months of placement and assessment, the assigned Social Worker will recommend issuance of Certification of Authority to Adopt (CAA).</p> <p>8.5 If the CAA is signed and approved by the DSWD Regional Director, the assigned Social Worker will give the signed document to the PAPs.</p> <p>8.6 Assigned Social Worker will then advise the</p>			
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	PAPs to file the petition for adoption in court.			
9. PAPs will visit their hired counsel/ lawyer for the review of documents needed for court filing.	9.1 Assigned Social Worker will advise PAPs to provide feedback and information of the hired counsel/ lawyer. 9.2 Assigned Social Worker will coordinate with the hired legal counsel/ lawyer as to the completeness of the documents submitted in court.	None	1 working day	<i>ARRS Assigned Social Worker</i>
10. PAPs will attend every scheduled hearing for the petition of adoption.	10.1 The Social Worker assigned will ask for updates of the hearing. 10.2 Assigned social worker will wait for the court order of submission of the updated Home Study Report (HSR) and Child Study	None	6 months	<i>ARRS Assigned Social Worker</i>

	<p>Report (CSR).</p> <p>10.3 There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of the possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed</p>			
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	submitted and are in possession of the Department.			
11. PAPs should be available during the conduct of Home Visitation or any family representative.	11.1 The assigned social worker will conduct Home Visitation to the PAPs 11.2 The assigned Social Worker will update the Home Study Report and Child Study Report. 11.3 After approval of the HSR and CSR, the assigned Social Worker will submit a copy of the signed study to the court and Solicitor General.	None	Within 30 days upon receipt of court order	<i>ARRS Assigned Social Worker</i>
12. PAPs will inform the Social Worker Assigned or DSWD and provide a copy of the court order that a DSWD Social Worker must testify in court.	12.1 The assigned social worker will review the case before going in court. 12.2 Testify in court when ordered.	None	30 working days upon receipt of the court order.	<i>ARRS Assigned Social Worker</i>
13. PAPs will provide a	13.1 Assigned	None	1 working day	<i>ARRS Assigned Social Worker</i>

copy of finality of the filed petition to DSWD.	<p>Social Worker will receive the file and encode it to the case file of the PAPs.</p> <p>13.2 If approved, The Assigned Social Worker will advise the PAPs to provide a copy of a new Birth Certificate of the child.</p> <p>13.3 If disapproved, conduct consultation meeting with the PAPs and Counsel.</p>			
14. PAPs will request a copy of New amended Birth Certificate to LCR and provide a copy to the DSWD.	14. The assigned Social Worker will receive the new/amended birth certificate of the child.	None	60 working days	ARRS Assigned Social Worker
TOTAL		None	1 year and 3 months	
“Service is covered under RA 8523”				
Child's Dossier				
1. LGU & CCAs endorses the Child's Dossier and supporting documents to Field Office for Regional Matching and wait for the approval of the	1.1 The ARRS staff will receive the child's dossier for Regional Matching	None	2 working days	Assigned Social Worker

child's dossier.	Presentation. 1.2 ARRS head will check the Child's dossier and inform the concerned CCA/ LGU on the comments through an official letter or memorandum in case of discrepancies/ inconsistencies of information in Child/ Home Study Report or any of the requirements .			
2. LGU/ CCA will submit the additional requirements if necessary.	2.1 The assigned Social Worker will have received the lacking documents. 2.2 The assigned staff will advise the referring LGU/ CCA on the scheduled Regional Matching Conference.	None	5 working days	<i>Assigned Social Worker</i>
3. Referring CCA/LGU will present the Child's case during the Regional Matching Conference	3.1 Assigned Social worker advise the Referring social worker to prepare the	None	1 working day	<i>Assigned Social Worker</i>

	<p>Power Point Presentation of the case.</p> <p>3.2 Assigned Social Worker will provide the guidelines in presenting the case.</p> <p>3.3 Assigned social worker will assist the referring CCA/LGU during the Regional Matching Conference.</p> <p>3.4 If approved and matched, the assigned social worker will prepare the child's profile to be shared to the PAPs.</p> <p>3.5 If not matched, the assigned social worker and referring social worker will address the recommendation of the Regional Child Welfare Specialist Group (RCWSG) for next presentation of child's case.</p>			
4. The referring	4.1 Assigned	None	1 working day	<i>Assigned Social Worker</i>

<p>CCA/LGU will bring the child in the DSWD Field Office XI for case conference and for child placement/ permanent placement.</p>	<p>Social Worker and the referring Social Worker will have a conference with the PAPs</p> <p>4.2 The referring social worker will turn over the child's pertinent documents/ Child's file to DSWD and to PAPs.</p> <p>4.3 Assigned Social Worker will let the PAPs signed the Pre-Adoption Placement Authority (PAPA)</p> <p>4.4 The referring Social Worker will sign the discharge slip.</p> <p>4.5 Assigned Social Worker will re-orient the PAPS regarding the monitoring activities to be done.</p>			
<p>5. LGU/ CCA will take note of the cases of children not matched.</p>	<p>5. For cases of children not matched, a Regional Clearance for interregional matching together with the child's dossier</p>	<p>None</p>	<p>1 working day</p>	<p><i>Assigned Social Worker</i></p>

	shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional Director.			
6. LGU and CCA will completely terminate Child's case and turn over documents to DSWD.	6. When favorable result of the supervised visits to the child placement, the Assigned Social Worker will facilitate the issuance of Certificate of Consent to Adoption approved/signed by the FO Regional Director. The final Post-Placement Supervisory Report shall be attached to the said document, which will be submitted to the court for the finalization of the adoption.	None	3 months	<i>Assigned Social Worker</i>
7. In the event of (Inter-regional matching of Child to PAP) Central Office Level	7. Assigned Social Worker of DSWD will facilitate the submission of Child's Dossier to Central Office.	None	30 working days upon receipt of the court order.	<i>Assigned Social Worker</i>
8. Referring CCA/ LGU will present the child's case to Inter-regional	8.1 If the child is matched and accepted the assigned	None	30 working days upon receipt of the court order.	<i>Assigned Social Worker</i>

Matching conference.	<p>social worker from DSWD will assist the LGU/CCA in preparing the child's documents for placement.</p> <p>8.2 if not accepted, the child's case will be forwarded to ICAB.</p> <p>8.3 Children not matched during the first presentation for interregional matching shall immediately be issued with ICA Clearance except for children below three (3) years old.</p> <p>8.4 The issuance of inter-country adoption clearance for children shall be based on the interregional clearance issued by the Central Office.</p>			
9. Referring CCA/ LGU	9. Endorse	None	30	working
				<i>Assigned Social Worker</i>

will forward updated child's dossier to ICAB.	immediately the dossiers of children, cited in this guideline under General Policy No.11, to ICAB if not matched during the first presentation.		days upon receipt of the court order.	
10. Referring CCA/ LGU will present the child's case to ICAB.	10.1 Endorse immediately the dossiers of children, cited in this guideline under General Policy No.11, to ICAB if not matched during the first presentation. 10.2 Facilitate the issuance of Intercountry Adoption Clearance. 10.3 Coordinate with ICAB on the status of cases endorsed/ cleared for intercountry adoption on a quarterly basis.	None	1 day	<i>Assigned Social Worker</i>
TOTAL			6 months and 7 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Adoption Resource and Referral Section, Referring CCA/LGU may send an email, text message to the
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	assigned social worker or message through official social media account of DSWD Field Office XI – ARRS.
How feedback are processed	DSWD FO XI – ARRS, will print the sent message and give it the assigned social worker.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office XI. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	The concerned office/ staff will conduct a case conference/ meeting with the complainant itself and discuss the concern in detail.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

5. Provision of Food Items

Pursuant to the Memorandum Circular No. 03 for Supplementary Feeding Program series of 2019, the Department of Social Welfare and Development Field Office will act as the procuring entity in the implementation of Supplementary Feeding Program. Further, due to the national crisis brought about by the COVID-19 Pandemic, Memorandum Circular No. 12 series of 2020 as approved guidelines in the implementation of the Supplementary Feeding Program during community quarantine or other similar emergencies.

Office or Division:	Protective Services Division – Supplementary Feeding Program Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Child Daycare Teachers and BNS/BHWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Master list of Beneficiaries		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete master list of beneficiaries per Day Care Centers/ Supervised Neighborhood Play	1. Review and check the submitted master list of beneficiaries	None	3 days	<i>SFP Focal Persons, Child Daycare Teachers, BNS/BHWs, AA II, NDs, PDOs</i>
2. Acknowledge communication letter sent by Field Office on the start of the delivery of food items	2. Notify LGU on the start of delivery of food items through communication letter	None	1 day	<i>ND's, AA II, SFP Focal Persons</i>
3. Inform Child Daycare Teachers/ Barangay Health Workers on the start of the delivery	4. Continuous coordination with SFP Focal Person regarding updates on the delivery of food items and documents to be prepared.	None	2 days	<i>PDOs, SFP Focal Persons</i>
5. Validate/Inspect actual food items delivered	5. The inspectorate team will counter check the goods received. Quality and quantity of food items will be inspected.	None	3 hours	<i>Inspectorate Team, SFP Focal Person, Child Daycare Teachers</i>
6. Accept the food items delivered	6. Accountable forms e.g. (RIS, IAR) will be given to the LGU to be signed by the designated person.	None	1 hour	<i>Inspectorate Team, C/MSWDO, SFP Focal Person</i>
7. Sign the accountable forms	7. The inspectorate team assigned in the LGU will	None	30 minutes	<i>C/MSWDO, inspectorate team</i>

	collect the forms once signed by the designated person in the LGU.			
	TOTAL	None	9 days, 1 hour, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box located in the SFP Unit.</p> <p>You may also reach us through telephone and email. Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
How feedbacks are processed	<p>Feedback received through email and telephone will be catered within the day.</p> <p>Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt.</p> <p>Grievance will be addressed by the grievance officer.</p> <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Grievance can be sent via email sfp.fo11@dswd.gov.ph.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence e.g. (pictures, screenshots) <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
How complaints are processed	Complaint letter received will be forwarded to the

	<p>grievance officer to address the concern.</p> <p>The grievance officer shall submit a report regarding the complaint.</p> <p>Response letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

6. DSWD Disaster Data Request Processing

DRMD provides disaster statistical data on affected and displaced population through DROMIC which may be used for academic and research purposes and other purposes as may be deemed necessary by the division's assessment. The use of these data may only be made available to a party who requests the same through email, snail mail or personally handed documents.

Office or Division:	Disaster Response and Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Citizens G2G – Government to Government
Who may avail:	Students, Researchers, Non-Government Organizations, Local Government Units, Other Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed request letter containing the following information: <p>a. Description of the information requested; b. Purpose of the information requested and c. Complete contact details of the person/entity requesting for the information.</p>	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents * in person * via email	1. Review and assess request for information	None	15 minutes	<i>DROMIC Technical staff</i>
	2. Send the requested data and corresponding response to the client/agency	None	1 day	<i>DROMIC Technical staff</i>
	2.1 If the data is unavailable send a reply letter informing the client of the unavailability of the data	None	1 day	<i>DROMIC Technical staff</i>
TOTAL			1 day and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

7. Volunteer Registration and Deployment

Volunteers provide ease in repacking activities. However, those who wish to volunteer cannot easily present themselves to the warehouse and volunteer. Volunteers must register first either through phone or online.

Office or Division:		Disaster Response and Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written consent of guardian in the case of minors			Legal guardian of the volunteer	
Internet connection for online volunteer registration			Volunteer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phone Registration				
1. Call DSWD-DRMD Office for any volunteer activity schedules	1. Answer phone call	None	1 minute	DRMD Office
2. Ask for available schedule	2. Provide schedule for any volunteer activity schedules	None	2 minutes	DRMD Staff
3. Provide details for volunteer work, such as: a. Name b. No. of participating	3. Receive and record the details provided	None	5 minutes	DRMD Staff

volunteers c. Date and time of volunteering				
4. End call and wait for activity schedule	4. Update volunteer schedule monitoring	None	5 minutes	<i>DRMD Staff</i>
TOTAL		None	13 minutes	
<i>Deployment</i>				
1. Proceed to RROC Warehouse at Bago Oshiro, Tugbok, Davao City	1. Receive and accommodate volunteers	None	30 minutes	<i>RROC Staff</i>
2. Present valid IDs and fill up daily log	2. Check valid IDs presented and ensure that all data are properly filled in the form	None	2 minutes	<i>RROC Entrance Gate Security Guard</i>
3. Submit to RROC's security protocol (bag inspection and body frisking)	3. Inspect incoming volunteers individually	None	2 minutes	<i>RROC Security Guard</i>
4. Enter the RROC premises	4. Guide the volunteers	None	3 minutes	<i>RROC Staff</i>
5. Attend Orientation and receive volunteer ID	5. Orient volunteers	None	20 minutes	<i>RROC Staff</i>
6. Proceed to the area for the volunteer activity	6. Lead and assist volunteers to the assigned area	None	3 minutes	<i>RROC Staff</i>
7. After volunteer work, return ID, log out and submit again to security	7. Receive the returned volunteer ID and return the volunteer's valid ID	None	2 minutes	<i>RROC Security Guard</i>

protocol				
TOTAL			1 hour, 13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

8. Local In-Kind Donations Facilitation

The Department accepts in-kind donations to be distributed to families or individuals affected by any type of disaster. Receipt of these donations are recorded and liquidated. The Department however, does not accept the following items to safeguard the health of the recipients and to maintain the dignity and quality of the materials for the affected families and individuals.

Office or Division:	Disaster Response and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to DSWD-DRMD Office for facilitation of donation.	1. Assist the donors to the designated office	None	1 minute	<i>DRMD Staff</i>
2. Provide details of the donation/s: a. Name of Donor/Organization b. Contact details of the donor c. Items donated d. Estimated amount of items donated	2. Record the details provided by the donor	None	5 minutes	<i>DRMD Staff and Supply Unit Staff</i>
3. Present the items for donation and witness the inspection of items for donation	3. Conduct visual inspection and determine whether to accept or reject donation	None	30 minutes to one (1) hour (depending on the number of items donated)	<i>DRMD Staff and Supply Unit Staff</i>
4. Wait for the Acknowledgment Receipt as proof of donation signed by RD or any representative from DSWD	4. Issue Acknowledgment Receipt containing the donated items and its quantity	None	15 minutes	<i>DRMD Staff and Supply Unit Staff</i>
TOTAL			1 hour and 21 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.

Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)
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9. Data Sharing Services

Sharing of Public and Classified data to requesting party both from the public and private sectors

Office or Division:	Promotive Services Division Pantawid Pamilyang Pilipino Program			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B- Government to Business			
Who may avail:	Public and Private Sectors			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Written and duly signed request letter, including electronic form, addressed to the Regional Director stating the following: (1) Purpose for which the data is required, (2) the description of data required and (3) users of data required. Request will only be processed only if said requirements are indicated in the letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
For Classified Data Request				
1. Submit the written request letter, including electronic form to DSWD Regional Office walk in or thru official email account fo11@dswd.gov.ph (Classified data)	1.1 Receive, log and forward request to the Office of the Regional Director	None	5 minutes	Administrative Assistant Records Section
	1.2 Receive, log and forward request to the Office of the Assistant Regional Director for Operation	None	5 minutes	Administrative Assistant Office of the Regional Director
	1.3 Receive, log and forward request	None	5 minutes	Administrative Assistant

	to the Office of the Division Chief, Promotive Services Division			<i>Office of the Regional Director for Operation</i>
	1.4 Receive, log and forward request to the Regional Program Coordinator, Pantawid Pamilyang Pilipino Program	None	5 minutes	<i>Administrative Assistant Promotive Services Division</i>
	1.5 Forward request to Monitoring & Evaluation Officers	None	5 minutes	<i>Regional Program Coordinator, 4Ps</i>
2. Wait for the approval and processing of the request	<p>2.1 Assess if the requested data are available in the existing database or any data source and the level of difficulty/complexity of data generation</p> <p>2.1.1 Contact the requesting party for further clarification and details of the request</p> <p>2.2 If available, Send a copy of the Memorandum of Agreement to the requesting party</p> <p>2.3 If not available, inform the requesting party</p> <p>2.3.1 Prepare a letter to inform the requesting party of the non-processing of requested data</p>	None	1 working day	<i>Regional M&E Officers, 4Ps</i>

	and forward to the Office of the Regional Director for signature			
3. Receive, review, signed and send back the Memorandum of Agreement to 4Ps Regional Program Management Office via email or printed copy	3.1 Receive signed MOA 3.2 Forward signed MOA to the Division Chief, Promotive Services Division and to the Office of the Regional Director for signature	None	1 working day	<i>Regional M&E Officers, 4Ps</i>
4. Wait for the release of the requested data	4. Process the requested data		3 working days	<i>Regional M&E Officers, 4Ps</i>
5. Receive the requested data	5. Release requested data in any of the following format or a combination: 5.1 Electronic copy which will sent via email 5.2 CD / Mobile Storage)	None	1 working day	<i>Regional M&E Officers, 4Ps</i>
TOTAL		None	6 days, 25 minutes	
Request for Public Data				
1. Submit the written request letter, including electronic form to DSWD Regional Office walk in or thru official email account fo11@dswd.gov.ph (Public data)	1.1 Receive, log and forward request to the Office of the Regional Director	None	5 minutes	<i>Administrative Assistant Records Section</i>
	1.2 Receive, log and forward request to the Office of the Assistant Regional	None	5 minutes	<i>Administrative Assistant Office of the Regional Director</i>

	Director for Operation			
	1.3 Receive, log and forward request to the Office of the Division Chief, Promotive Services Division	None	5 minutes	<i>Administrative Assistant Office of the Regional Director for Operation</i>
	1.4 Receive, log and forward request to the Regional Program Coordinator, Pantawid Pamilyang Pilipino Program	None	5 minutes	<i>Administrative Assistant Promotive Services Division</i>
	1.4 Forward request to Monitoring & Evaluation Officers	None	5 minutes	<i>Regional Program Coordinator, 4Ps</i>
2. Wait for the approval of the request	<p>2.1 Assess if the requested data are available in the existing database or any data source and the level of difficulty/complexity of data generation</p> <p>2.1.1 Contact the requesting party for further clarification and details of the request</p> <p>2.2 If available, process the requested data</p> <p>2.2.1 Prepare data release form and forward to the</p>	None	1 working day	<i>Regional M&E Officers, 4Ps</i>

	Office the Regional Director for Signature 2.3 If not available, inform the requesting party 2.3.1 Prepare a letter to inform the requesting party of the non-processing of requested data and forward to the Office of the Regional Director for signature			
3. Receive the requested data	3. Release requested data in any of the following format or a combination: 3.1 Electronic copy which will sent via email 3.2 Printed copy which can be picked up by the requestor at the 4Ps Regional Program Management Office or to its Provincial Satellite Offices	None	1 working day	
TOTAL		None	2 days, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails

How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

10. Issuance of Travel Clearance for Minors Travelling Abroad

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

Office or Division:	Community Based Services Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>		
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph	
2. Photocopy of PSA authenticated Birth Certificate of Minor (1 copy)	Philippine Statistics Authority (PSA)	
3. 3.a. Photocopy of PSA authenticated Marriage Contract of parents (1 copy) or; 3.b. Copy of Court issued Legal Guardianship/Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy or religious leader; or 3.c. PSA authenticated Certificate of No Marriage (CENOMAR), if born illegitimate	Philippine Statistics Authority (PSA) Court who handled the Legal Guardianship petition/Shariah Court/Religious Leader Philippine Statistics Authority (PSA)	
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides	
5. Duly notarized Affidavit of Consent and Support, with copy of valid ID with 3 specimen signature, of the	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s	

following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	residing abroad
6. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Law office and notarized at the place where the sponsor resides Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability is obtained
7. 2 colored passport-sized ID photos of the minor taken within 6 months	Photo studio
8. Unaccompanied Minor Certificate from the Airlines	Airline Company where the ticket is obtained
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
10. Certified True Copy of the Death Certificate, for deceased parents	Philippine Statistics Authority or Local Civil Registrar
<i>B. For Succeeding Travel of Unaccompanied Minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Duly notarized Affidavit of Consent and Support, with copy of valid ID with 3 specimen signature, of the following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad
3. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Law office and notarized at the place where the sponsor resides Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability is obtained
4. 2 colored passport-sized ID photos of the minor taken within 6 months	Photo studio
5. Unaccompanied Minor Certificate from the Airlines	Airline Company where the 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
7. Certified True Copy of the Death Certificate, for deceased parents	Philippine Statistics Authority or Local Civil Registrar
8. Original copy of the Previous Travel Clearance issued	Applicant
<i>C. Minor Traveling for the First Time with Persons Other than the Parents or Legal Guardians</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Photocopy of PSA authenticated Birth Certificate of Minor (1 copy)	Philippine Statistics Authority (PSA)
3. 3.a. Photocopy of PSA authenticated Marriage Contract of parents (1 copy) or; 3.b. Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Brgy or religious leader; or 3.c. PSA authenticated Certificate of No Marriage (CENOMAR), if born illegitimate	Court who handled the Legal Guardianship petition/Shariah Court/Religious Leader Philippine Statistics Authority (PSA)
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides
5. Duly notarized Affidavit of Consent and Support, with copy of valid ID with 3 specimen signature, of the following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad
6. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Law office and notarized at the place where the sponsor resides Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability is obtained
7. 2 colored passport-sized ID photos of the minor taken within 6 months	Photo studio

8. Photocopy of the passport of the travel companion (1 copy)	Department of Foreign Affairs (DFA)
9. Certified True Copy of the Death Certificate, for deceased parents	Philippine Statistics Authority or Local Civil Registrar
<i>D. Succeeding Travel of Minor with Persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Duly notarized Affidavit of Consent and Support, with copy of valid ID with 3 specimen signature, of the following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad
3. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Law office and notarized at the place where the sponsor resides Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability is obtained
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides
5. 2 colored passport-sized ID photos of the minor taken within 6 months	Photo studio
6. Photocopy of the passport of the travel companion (1 copy)	Department of Foreign Affairs (DFA)
7. Certified True Copy of the Death Certificate, for deceased parents	Philippine Statistics Authority or Local Civil Registrar
Additional Requirements for Minors Under Special Circumstances	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Embassy where the visa is obtained
<i>For Minors Studying Abroad</i>	
1. Certificate of Acceptance or Certificate of Enrollment or Registration	School where the minor is to be enrolled
<i>For Minors who will Attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day, and other Related Activities</i>	
1. Certification from Sponsoring Organization	Sponsor Organization

2. Affidavit of Undertaking indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization/School with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization/School
<i>Minors Going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Law office and Notarized at the place where the foster parents reside
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	Department of Social Welfare and Development (DSWD)
3. Photocopy of Foster Placement Authority (1 copy)	Department of Social Welfare and Development (DSWD)
4. Photocopy of Foster Care License of the Family (1 copy)	Department of Social Welfare and Development (DSWD)
5. DSWD Certification of the CDCLAA except those under Kinship Care	Department of Social Welfare and Development (DSWD)
6. Return ticket	Airline company where the ticket is obtained
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court who issued the Court Order
<i>Minors whose Parents are Seafarers</i>	

1. Certification from the Manning Agency attesting to the parents employment	Manning Agency			
2. Photocopy of Seaman's Book of Parent/s	Maritime Industry Authority (MARINA)			
Minors with Alleged Missing Parent/s				
1. Social Case Study Report	Local Social Welfare and Development Office where the minor resides			
2. Blotter Report from either local police or Barangay Certification from the locality of the last known address of the alleged missing parent/s	Local police station Barangay			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s.	Postal office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance & Complaints Desk	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online spreadsheet.	None	5 minutes	Officer of the Day – Public Assistance & Complaints Desk (PACD)
2. Client presents documents/re requirements for to support his/her application for DSWD Travel Clearance	2. Social Worker will check the presented requirements if the documents are complete. If the documents are not complete, the client will be asked to comply the lacking documents.	None	5 minutes	MTA Social Worker Minors Traveling Abroad - Community Based Services Section
3. Client submits to an interview/ass essment by the Social Worker	3.1 Social Worker interviews and conducts assessment of the application. 3.2 Social Worker will recommends for the approval or disapproval of the application to the	None	10 minutes	MTA Social Worker Minors Traveling Abroad - Community Based Services Section

	Signing Authority			
4. Client's application will be reviewed for approval/disapproval by the Supervisor/OIC	4.1 Upon review of the documents and Assessment Report conducted by the Social Worker, the Supervisor/OIC approves/disapproves the application.	None	5 minutes	<i>Supervisor/OIC Community Based Services Section</i>
	4.1.1.If approved: Client will be asked to pay for the Clearance.		5 minutes	<i>MTA Social Worker Minors Traveling Abroad - Community Based Services Section</i>
	4.1.2. If Disapproved: <ul style="list-style-type: none"> Social worker will conduct counseling to the client and provides explanation of reason for disapproval of application. Notify the nearby DSWD Field Offices 		10 minutes	
	4.1.3 If Exempted, Social Worker will prepare the Certificate of Exemption for approval of the Regional Director and/or authorized representatives.		10 minutes	
5. Client pays	5. The Cashier will	PHP	3 minutes	<i>Cashier,</i>

[illegible]

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients may send feedback or conduct follow-up on their requests by contacting the MTA Social Worker
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	assigned through the following: Landline – 227-8746 loc. 455 Email – mtadswd11@gmail.com
How feedbacks are processed	Issues/requests sent thru email are likewise responded via email while queries/concerns through phone calls and in person are immediately answered. However, complaints lodged through a letter are responded by providing a feedback report citing reasons for the issues raised and actions taken by the worker.
How to file a complaint	Complaints can be filed thru sending a letter or email to the official email address of DSWD FO XI: fo11@dswd.gov.ph . Clients may also lodge their complaints at the Public Assistance & Complaints Desk (PACD) by calling 227-8746 loc. 1153. The details of the complaint should be included in the information.
How complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD Field Office.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCCC: 8888 CCB: 0908-8816565

11. Grievance Resolution Process: Type A Grievance - Queries, Suggestions and Recommendations

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:	PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Any Project Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Query, Suggestions, Recommendations		Client		
Evidences (if any)		Client & Program documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint or query	1. Acknowledgement of complaints	None	5 minutes	CEF, KC NCDDP (Name of Barangay)
2. Wait for response	2. Direct response to the client	None	5 minutes	CEF, KC NCDDP (Name of Barangay)
3. Feedback satisfaction of the query	3. Encourage satisfaction feedback & forge agreement with client	None	30 minutes	CEF, KC NCDDP (Name of Barangay)
	4. Registration of the query to the program database	None	10 minutes	CEF, KC NCDDP (Name of Barangay)
TOTAL		None	50 minutes	

12. Grievance Resolution Process: Type B Grievance – Non-Compliance to Agreement

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:	PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP		
Classification:	Complex		
Type of Transaction:	Government to Client		
Who may avail:	Any Project Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

Complaint		Client		
Evidences (if any)		Client & Program		
Grievance Intake Form		Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint	1. Receipt & acknowledgement of complaint	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
2. Client waiting	2. Registration of the complaint to the Program Database	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
3. Client waiting	3. Send Memorandum to AC/CEF (ACT) concern for the activation of Barangay GRS (for Barangay level complaint) and Municipal GRS for Municipal level GRS) for validation & resolution process	None	1 day	GRS Officer, KC-NCDDP, RPMO
4. Client received official letter of acknowledgment & initial actions taken	4. Send official letter to complainant for acknowledgement and initial update	None		GRS Officer, KC-NCDDP, RPMO
5. Client waiting	5. GRS Volunteers and ACT conducts validation, interview, review of the concern of the complaint	None	2 days	ACT, KC NCDDP (Name of Barangay, Municipality)
6. Client waiting	6. Follow through complaint validation and resolution process	None	1 day	GRS Officer, KC-NCDDP, RPMO
7. Client received official letter of updates on	7. Send Official letter to complainant for updates on	None	1 day	GRS Officer, KC-NCDDP, RPMO

actions taken	actions taken and resolutions and encourage feedback from client			
8. Client waiting	8. Follow through update program database on the resolution status	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
9. Client feedback satisfaction of the complaint	9. Received satisfaction feedback from clients	None	1 day	GRS Officer, KC-NCDDP, RPMO
TOTAL		None	6 days, 2 hours, 15 minutes	

13. Grievance Resolution Process: Type C Grievance – Violation to Procurement and Finance Laws

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:	PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Any Project Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint		Client		
Evidences (if any)		Client & Program		
Grievance Intake Form		Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint	1. Receipt & acknowledgement of complaint	None	5 minutes	GRS Officer, KC-NCDDP, RPMO

2. Client waiting	2. Registration of the complaint to the Program Database	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
3. Client waiting	3. Activation of GRS Regional TWG & review of the complaint	None	4 hours	GRS TWG (RPM) Assistant Regional Director for Operations
4. Client waiting	4. Send Memorandum to AC/CEF (ACT) concern for the activation of Barangay GRS (for Brgy level complaint) and Municipal GRS for Municipal level GRS) for validation & resolution process	None	1 day	GRS Officer, KC-NCDDP, RPMO
5. Client received official letter of acknowledgment & initial actions taken	5. Send official letter to complainant for acknowledgement and initial update	None		GRS Officer, KC-NCDDP, RPMO
6. Client waiting	6. GRS Volunteers, ACT & GRS Regional TWG conducts validation, interview, review of the concern of the complaint	None	3 days	ACT, KC NCDDP (Name of Barangay, Municipality)
7. Client waiting	7. First follow through on the result of complaint validation and resolution process	None	1 day	GRS Officer, KC-NCDDP, RPMO
8. Client received 1 st official letter of updates on actions taken	8. Send official letter to complainant for updates on actions taken and resolutions	None	1 day	GRS Officer, KC-NCDDP, RPMO

9. Client waiting	9.1 Update program database on the resolution status	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
	9.2. GRS Volunteers and ACT & GRS Regional TWG conducts second phase of resolution process	None	1 day	ACT, KC NCDDP (Name of Barangay, Municipality)
	9.3 Second follow through on the update of the second phase resolution process	None	1 day	GRS Officer, KC-NCDDP, RPMO
10. Client received 2nd official letter of updates on actions taken	10. Send official letter to complainant for the updates on actions taken and resolutions	None	1 day	GRS Officer, KC-NCDDP, RPMO
11. Client waiting	11. Update program database on the resolution status	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
NOTE: Steps 10,11,12,13 are repeated until complaint is fully resolved within 30-60 days				
12. Client feedback satisfaction of the complaint	12. Receive satisfaction feedback from complainant-client	None	1 day	GRS Officer, KC-NCDDP, RPMO
	Update program database on the resolution status	None	5 minutes	GRS Officer, KC-NCDDP, RPMO
TOTAL		None	10 days, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may send feedback in any forms to: Assistant Regional Director for Operations KC-NCDDP, DSWD Field Office XI with hotline Number 0916-317-9110 or email to: kcmeregionxi@yahoo.com
How feedbacks are processed	(1) Feedbacks processing durations are:

	<ul style="list-style-type: none"> • For queries: within the day to 5 days • For complaint related to non-compliance to agreement: 1 to 7 calendar days • For complaint on the violation to procurement and government fund management laws: 30 to 60 calendar days <p>(2) Complainant will be regularly updated with resolution results.</p> <p>(3) Complainant satisfaction feedback is encouraged</p> <p>(4) Anonymous complainant may get feedback in the Barangay Assemblies or from bulletin announcements</p>
How to file a complaint	<p>Complainant may file to:</p> <p>Visit to KC-NCDDP Office at DSWD Field Office XI, Magsaysay cor. Suazo St., Davao City</p> <p>Or Call & Text to Hotline No. 0916-317-9110 or email to: kcmeregionxi@yahoo.com</p> <p>Or drop notes in the KC-NCDDP Grievance boxes in your barangays.</p>
How complaints are processed	<ul style="list-style-type: none"> ▪ Receipt & Acknowledgment of complaint ▪ Preparation for Validation of the complaint ▪ Field Validation of the complaint ▪ Complaint resolution/s processing ▪ Feed backing to complainant
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

14. Registration of Private Social Welfare and Development Agencies (SWDAs)

Registration – refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD where the determination of the same shall result to the inclusion of the agency in the Department’s registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

Office or Division:	DSWD Field Office XI – Standards Section
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Classification:	Complex
Type of Transaction:	Government to Business
Who may avail of:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section https://www.dswd.gov.ph/downloads-2/ Annex 1. <i>DSWD-RLA-F001 Application Form for Registration</i>
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
3. One (1) Copy of any of the following: <ul style="list-style-type: none"> Handbook or Manual of Operations of its programs policies and procedures to attain its purposes. Brochure Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i> https://www.dswd.gov.ph/downloads-2/ Annex 5. <i>DSWD-RLA-F005 Brochure</i> https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements	1. Provides client application form, and checklist of requirements	None	20 minutes	Support/ Technical Staff (Standards Section – Field

thru the DSWD Website or Field Office XI thru Standards Section.				Office XI)
<p>2. Submit/file application and supporting documents.</p> <p>2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.</p> <p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.</p>	<p>2. Receive the documentary requirements and determine whether the submitted documents are complete and compliant.</p> <p>2.1. Review and assess the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> ▪ The applicant's primary purpose/s as indicated in their Articles of Incorporation is/are within the purview of SWD; ▪ Majority of the applicant's purposes as indicated in their articles of Incorporation are along the purview of SWD; ▪ Its predominant activities are on SWD; and; ▪ Its SWD activities are 	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

	planned and/or conducted on a regular basis/ normal circumstances.			
	2.2. If complete and compliant, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	
	2.2.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	
	2.2.2. Prepare Billing Statement for the Processing Fee and instructs applicant to proceed to the Cash Section.	None	5 minutes	
	2.2.3. Instruct the applicant to return to Standards Section and provide photocopy of Official Receipt.	None	5 minutes	
	2.3. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

3. Proceed to Cash Section and settle the required processing fee located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issues Official Receipt to applicant.	₱1,000	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification on the confirmation and release of Certificate.			
5. Wait for the notification on the release of Confirmation Report and Certificate of Registration.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Registration.	None	2 working days	Technical Staff (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft the Confirmation Report and Certificate of Registration.	None	1 working day	Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Registration.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Registration for release through	None	1 working day	Support/ Technical Staff (Standards Section – Field Office XI)

	various means per preference indicated in the application form. (Direct pick-up or courier)			
6. Receive/acknowledge the Confirmation Report and Certificate of Registration.	6. Release the Confirmation Report and Certificate of Registration.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
TOTAL		₱1,000	5 days 1 hour and 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

15. Accreditation of Public Social Work Agency with Center Based Programs and Services

Accreditation – refers to the process of assessing a licensed Private Social Welfare Agency and Public SWDAs if their SWD programs and services are compliant to the

Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail of:	All Public SWAs with Center Based Programs and Services operating in the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/ <i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i>
2. Pre –Accreditation Assessment <ul style="list-style-type: none"> The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool. The accomplished self-assessment tool shall be duly signed by the Head of the Agency. 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i>

<p>4. Profile of Employees and Volunteers</p> <p>Staff Requirement shall be based on client ratio of the Social Worker and the Houseparent.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F022 Profile of Employees ▪ https://www.dswd.gov.ph/downloads-2/ Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker
<p>8. ABSNET Membership</p> <p>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.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking
<p>9. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ AO 11. DSWD-RLA-F011 Declaration of Commitment
<p>10. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>11. Annual Accomplishment Report of the Previous Year</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report
<p>12. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant</p> <p>In the absence of Certified Public Accountant from the LGU, financial report from the Commission on Audit (COA) representatives.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement

13. Profile of clients being served for the preceding and of the current year	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served
ADDITIONAL REQUIREMENTS:	
1. For Applicant SWA's implementing Child Placement Services <ul style="list-style-type: none"> ▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	
2. Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 	<ul style="list-style-type: none"> ▪ City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer ▪ Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation ▪ City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provides client application form, and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit / file application and	2. Receive the documentary	None	10 minutes	Technical Staff (Standards)

supporting documents.	requirements and determine whether the submitted documents are complete.			<i>Section – Field Office XI)</i>
2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.	2.1. If complete, provide the applicant SWA with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
2.2. For applications through Mail/Courier, send to:	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	2.1.2. Instruct the applicant to wait for the notification of the Accreditation Assessment visit after review of documents as to completeness and compliance.	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.		30 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
3. Wait for the notification of Accreditation	3. Review and assess the submitted	None	3 working day	<i>Technical Staff (Standards Section – Field</i>

Assessment and confirm the proposed schedule of visit.	documents in form and in substance and compliance. The complete documents must satisfy the set criteria.			Office XI)
	3.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)
	3.3. Transmit notification letter to applicant.			Support/ Technical Staff (Standards Section – Field Office XI)
4. Assist the Assessor during the conduct of Accreditation Assessment visit and must sign the Accreditation tool and the Action Plan (as applicable)	4. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Conduct Exit Conference			
	4.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable if there's a need to comply other requirements.			
	4.3. Inform the applicant to wait for the confirmation report and release of Certificate of			

	Accreditation			
5. Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Technical Staff (Standards Section – Field Office XI)</i>
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through various means per preference indicated in the application form. (Direct pick-up or courier)	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
6. Receive/acknowledge the Confirmation Report and Certificate of Accreditation.	6. Release the Confirmation Report and Certificate of Accreditation.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
TOTAL		None	11 working days and 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards

	Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

16. Accreditation of Private Social Welfare and Development Programs and Services

Accreditation – refers to the process of assessing a licensed Private Social Welfare Agency and Public SWDAs if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail of:	All Private Licensed SWA with Social Welfare and Development Programs and Services operating in the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/ Annex 3. <i>DSWD-RLA-F003 Application Form for Accreditation</i>
6. Pre –Accreditation Assessment	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs

<ul style="list-style-type: none"> • The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool. • The accomplished self-assessment tool shall be duly signed by the Head of the Agency. 	<ul style="list-style-type: none"> <input type="checkbox"/> For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service <input type="checkbox"/> For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<p>7. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i>
<p>8. Profile of Board of Trustees</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i>
<p>9. Profile of Employees and Volunteers</p> <p>5.1. For Social Work Agency, to consider the staff requirement:</p> <p>5.1.1. For Center Based (Residential Based and Non-Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop in centers).</p> <ul style="list-style-type: none"> - To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions. - To follow caseload requirements of client ratio of the Social Worker and the 	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F022 Profile of Employees</i> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 13. <i>DSWD-RLA-F013 Certification of Hired Social Worker</i>

<p>Houseparent.</p> <p>5.1.2. For Community Based Agencies that caters to beneficiaries that requires case management; to hire Full Time Registered Social Worker.</p> <p>5.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> - Graduate of Bachelor Degree on Social Work or Community Development; or - Other professionals who have at least three (3) year work experiences in the field of social welfare and development. <p>5.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.</p>	
<p>6. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
<p>(Note: Manual of Operation, Profile of Board of Trustees, Profile of Employees and Certified True Copy of GIS are only needed if only there is an update or amendment on documents submitted.</p>	
<p>7. Certificate of No Derogatory Information issued by SEC</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
<p>8. ABSNET Membership</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking</i>

authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.	
9. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ AO 11. <i>DSWD-RLA-F011 Declaration of Commitment</i>
10. Work and Financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>
11. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years	<ul style="list-style-type: none"> ▪ Board resolution by the Organization
12. Annual Accomplishment Report of the Previous Year	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i>
13. Audited Financial Report of the previous year. Submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than Php 500,000 an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i>
14. Profile of clients/community being served for the preceding and of the current year	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 20. <i>DSWD-RLA-F020 Profile of clients/beneficiaries served</i>
ADDITIONAL REQUIREMENTS:	
1. For Applicant SWA's implementing Child Placement Services	

<ul style="list-style-type: none"> ▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	
<p>2. For Applicant SWA's implementing Center Based (Residential and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 	<ul style="list-style-type: none"> ▪ City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer ▪ Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation ▪ City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
<p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p>	<ul style="list-style-type: none"> ▪ National Commission of Indigenous People (NCIP) Regional Office.
<p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.</p>	<ul style="list-style-type: none"> ▪ DSWD Field Office XI – Financial and Management Division, R. Magsaysay Avenue corner D. Suazo Street, Davao City ▪ Government Agency where the Organization implemented or implements projects and programs.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provides client application form, and checklist of requirements	None	30 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
2. Submit/file application and supporting documents. 2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City. 2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao	2. Receive the documentary requirements and determine whether the submitted documents are complete.	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

City.				
	2.1. If complete, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and instructs applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
3. Proceed to Cash Section and	3. Process payment and	₱1,000	5 minutes	<i>Support Staff</i>

settle the required processing fee located at the Ground Floor, Diamond Building, DSWD Field Office XI.	issues Official Receipt to applicant.			<i>Cash Section</i>
5. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
	4.1. Instruct the applicant to wait for the notification of the Accreditation Assessment visit after review of documents as to completeness and compliance.	None	5 minutes	
5. Wait for the notification of Accreditation Assessment and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the set criteria.	None	3 working day	<i>Technical Staff (Standards Section – Field Office XI)</i>
	5.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional			<i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>

	Director. All routed through the Support Staff for tracking purposes.			
	5.3. Transmit notification letter to applicant.			<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
6. Assist the Assessor during the conduct of Accreditation Assessment visit and must sign the Accreditation tool and the Action Plan (as applicable)	6. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
	6.1. Conduct Exit Conference			
	6.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable if there's a need to comply other requirements.			
	6.3. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation			
7. Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	7. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	7.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.		2 working days	<i>Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>
	7.2. Regional			

	Director shall approve the Confirmation Report and Certificate of Accreditation.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through various means per preference indicated in the application form. (Direct pick-up or courier)		1 working day	Support/ Technical Staff (Standards Section – Field Office XI)
8. Receive/acknowledge the Confirmation Report and Certificate of Accreditation.	8. Release the Confirmation Report and Certificate of Accreditation.	None	1 day	Support/ Technical Staff (Standards Section – Field Office XI)
TOTAL		₱1,000	11 working days 1 hour and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB,	ARTA: complaints@arta.gov.ph PCC: 8888

PCC, ARTA	CCB: 0908-881-6565 (SMS)
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17. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

Refers to a Certificate of Authority issued by the DSWD to a person, corporation, organization or agency applying for an authorization to solicit donations or voluntary contributions for charitable or public welfare purposes.

Office or Division	DSWD Field Office XI- Standards Section
Classification	Complex
Type of Transaction	1. Government to Business 2. Government to Client 3. Government to Government
Who may avail	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	Standards Section DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City <input type="checkbox"/> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate	The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City

<p>Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p>*Not applicable to Government Agencies.</p>	
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</p> <p>DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p><input type="checkbox"/> with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</p> <p>DSWD-SB- PS-F-007: Fund Utilization Report</p>
<p>For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>
<p>2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)</p>	<p>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</p>
<p>3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or</p>	<p>Hospital's Records Section or Attending Physician or Treatment Protocol</p>

Treatment Protocol certified by the attending physician or by the Hospital Records Section	
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1. Provides client application form, and checklist of requirements	None	30 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
2. Submit/file application and supporting documents. 2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City. 2.2. For applications	2. Receive the documentary requirements and determine whether the submitted documents are complete.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1. If complete, provide the applicant with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field

through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	instructs applicant to proceed to the Cash Section.			Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and provide photocopy of Official Receipt.	None	5 minutes	Technical Staff (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	Technical Staff (Standards Section – Field Office XI)
3. Proceed to Cash Section and settle the required processing fee located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issues Official Receipt to applicant.	₱500.00	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification on the release of Certificate.	None	5 minutes	

5. Wait for the notification on the release of Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	2 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft the Confirmation Report and Certificate of License.	None	1 working day	<i>Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None		
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Authority to Conduct Fund Campaign for release through various means per preference indicated in the application form. (Direct pick-up or courier)	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
6. Receive/acknowledge the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	6. Release the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
TOTAL		₱500.00	5 days 1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be

	acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

18. Licensing of Private Social Welfare and Development Agencies (SWDAs): 1) Auxiliary SWDA; 2) Social Work Agency

Licensing – refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail of:	All Private SWDAs Already in Operational
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/ Annex 2. <i>DSWD-RLA-F002 Application Form for Licensing</i>
11. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i>

<p>12. Profile of Board of Trustees</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i>
<p>13. Profile of Employees and Volunteers</p> <p>4.1. For Social Work Agency, to consider the staff requirement:</p> <p>4.1.1. For Center Based (Residential Based and Non-Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop in centers).</p> <ul style="list-style-type: none"> - To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions. - To follow caseload requirements of client ratio of the Social Worker and the Houseparent. <p>4.1.2. For Community Based Agencies that caters to beneficiaries that requires case management; to hire Full Time Registered Social Worker.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 21. DSWD-RLA-F022 Profile of Employees</i> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker</i>
<p>4.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> - Graduate of Bachelor Degree on Social Work or Community Development; or - Other professionals who have at least three(3) year work experiences in the field of social welfare and development. 	

4.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.	
5. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
6. Certificate of No Derogatory Information issued by SEC	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
7. 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.	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking</i>
8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>AO 11. DSWD-RLA-F011 Declaration of Commitment</i>
9. Work and Financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i>
10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years	<ul style="list-style-type: none"> ▪ Board resolution by the Organization
11. Annual Accomplishment Report of the Previous Year	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 6. DSWD-RLA-F006 Accomplishment Report</i>
12. Audited Financial Report	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 8.</i>

<p>of the previous year. Submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than Php 500,000 an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.</p>	<p><i>DSWD-RLA-F008 Audited Financial Statement</i></p>
<p>13. Profile of clients/community being served for the preceding and of the current year</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served</i>
<p>ADDITIONAL REQUIREMENTS:</p>	
<p>1. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> ▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	
<p>2. For Applicant SWA's implementing Center Based (Residential and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p>	<ul style="list-style-type: none"> ▪ City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer ▪ Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation ▪ City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider

c. Water Potability Certificate or Sanitary Permit	
3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	<ul style="list-style-type: none"> National Commission of Indigenous People (NCIP) Regional Office.
4. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.	<ul style="list-style-type: none"> DSWD Field Office XI – Financial and Management Division, R. Magsaysay Avenue corner D. Suazo Street, Davao City Government Agency where the Organization implemented or implements projects and programs.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provides client application form, and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit/file application and	2. Receive the documentary	None	5 minutes	Technical Staff (Standards

supporting documents.	requirements and determine whether the submitted documents are complete.			<i>Section – Field Office XI)</i>
2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.	2.1. If complete, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
2.2. For applications through Mail/Courier, send to:	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
Standards Section	2.1.2. Prepare Billing Statement for the Processing Fee and instructs applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	2.1.3. Instruct the applicant to return to Standards Section and provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
3. Proceed to Cash Section and	3. Process payment and issues Official	₱1,000	5 minutes	<i>Support Staff</i>

settle the required processing fee located at the Ground Floor, Diamond Building, DSWD Field Office XI.	Receipt to applicant.			Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification of the validation visit after review of documents as to completeness and compliance.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
5. Wait for the notification of validation visit and confirm the proposed schedule of visit.	<p>5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> ▪ Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ▪ Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its 	None	3 working day	Technical Staff (Standards Section – Field Office XI)

	<p>social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <ul style="list-style-type: none"> ▪ Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. ▪ The SWDA must have a financial capacity to operate for at least two (2) years. ▪ Applicant keeps record of all social development and/or welfare activities it implements. 			
	5.1. Prepare findings and observations during review of documents using Assessment Tool.			<i>Technical Staff (Standards Section – Field Office XI)</i>
	5.2. A notification letter on the proposed schedule of Validation Visit shall be prepared by Technical Staff for review and approval by			<i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director</i>

	the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			– Field Office XI)
	5.3. Transmit notification letter to applicant.			Support/ Technical Staff (Standards Section – Field Office XI)
8. Assist the Assessor during the conduct of Validation visit and must sign the assessment tool and the Action Plan (as applicable)	6. Conduct Validation and assessment visit using the assessment tool. 6.1. The assessment must satisfy the licensing criteria: 6.1.1. Readiness of the SWDA administratively, technically and financially; 6.1.2. Validate further the results of the documents review. 6.2. Conduct Exit Conference 6.2.1. Instruct the applicant to sign the Assessment Tool and Action Plan (as applicable if there's a need to comply other requirements). 6.3. Inform the applicant to wait for the confirmation report and release of Certificate of License to Operate.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office XI)

9. Wait for the notification on the release of Confirmation Report and Certificate of License to Operate	7. The Technical Staff shall draft the Confirmation Report and Certificate of License.	None	3 working days	<i>Technical Staff (Standards Section – Field Office XI)</i>
	7.1. Section Head and Division Chief shall review the draft the Confirmation Report and Certificate of License.	None	1 working day	<i>Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>
	7.2. Regional Director shall approve the Confirmation Report and Certificate of License.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of License to Operate for release through various means per preference indicated in the application form. (Direct pick-up or courier)	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
8. Receive/acknowledge the Confirmation Report and Certificate of License to Operate.	8. Release the Confirmation Report and Certificate of License to Operate.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
TOTAL		₱1,000	10 working days 1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

19. Accreditation of Pre-Marriage Counselors

Refers to the process of providing official recognition by the DSWD to an individual's expertise to provide Pre-Marriage Counseling Service after the applicant's compliance to the set requirements and procedures.

Office or Division:	DSWD Field Office XI- Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	All eligible social workers and other professionals/service providers both at the private and public sectors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR NEW APPLICANT	
1. One (1) Duly Accomplished Application Form	Standards Section DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City
2. Photocopy of Certificate of	School/s last attended

graduation/college diploma or transcript of records or Certified photocopy of valid PRC ID	PRC Office
3. Photocopy of Training Certificates from seminars, conferences, training, and other related activities on basic counseling services for at least twenty four (24) hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	Training Institutions
4. Any of the following that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: 4.1. Certification from Immediate Supervisor; OR 4.2. An Approved Resolution	Local Government Unit
5. Documentation of at least six (6) PMC sessions, which captures the roles performed by the applicant as proof that he/she has assisted in the PM Counseling sessions.	Local Government Unit
6. Other documents to be made available during the assessment visit. 6.1. Accomplished Marriage Expectation Inventory Form or would be married couples present during the validation visit.	Local Government Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR RENEWAL OF ACCREDITATION	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	Training Institutions
2. Accomplishment Report for the past year with at least a minimum of ten (10)	Applicant

PMC sessions conducted preceding the application using the template provided by DSWD. (Annex D)	
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C)	Applicant
4. Other documents to be made available during the assessment visit. 4.1. Accomplished Marriage Expectation Inventory Form or would be married couples present during the validation visit. 4.2. Accomplished and consolidated result of client feedback/satisfaction survey (see Annex F) for the template of about fifty(50) percent of the total number of counselled couple for the past year; and 4.3. A summary/record on the number of Certificate of Marriage Counseling issued.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provides client application form, and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and determine whether the submitted documents are complete.	None	10 minutes	Technical Staff (Standards Section – Field Office XI)
2.1. For Walk-In applicant organization proceed to Standards Section located at Topaz Building, DSWD	2.1. If complete, provide the applicant with acknowledgement receipt and	None	10 minutes	Technical Staff (Standards Section – Field Office XI)

Field Office XI, Davao City.	reference number for easy tracking and reference.			
2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
	2.1.2. Instruct the applicant to wait for the notification of the Accreditation Assessment visit after review of documents as to completeness and compliance.	None	5 minutes	
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant's compliance.	None	30 minutes	<i>Technical Staff (Standards Section – Field Office XI)</i>
3. Wait for the notification of Accreditation Assessment and confirm the proposed schedule of visit. .	3. Review and evaluate/assess the completeness and veracity of the submitted documents. The complete documents must satisfy the following criteria for the accreditation: - Applicant	None	3 days	<i>Technical Staff (Standards Section – Field Office XI)</i>

	<p>must have a Bachelor's Degree in Social Work and social sciences course, i.e BS in Psychology, BS in Guidance and Counseling, AB in Sociology, AB in Political Science.</p> <ul style="list-style-type: none"> - Must have attended at least twenty four(24) hours basic training on Counseling/ Pre Marriage Counseling and/or other similar seminars/trainings on marriage counseling conducted by DSWD and other National Government Agencies and other accredited training institutions prior to application. - Either of the 			
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	<p>following prior to application:</p> <ul style="list-style-type: none"> ○ Must have any experience in the conduct of counseling for at least a minimum of six(6) sessions; OR ○ Must have assisted in the conduct of PMC for at least a minimum of six (6) sessions and/or any type of counseling session. 			
	<p>3.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.</p>			<p><i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i></p>
	<p>3.2. Transmit notification letter to</p>			<p><i>Support/ Technical Staff</i></p>

	applicant.			<i>(Standards Section – Field Office XI)</i>
4. Prepare and make available during on-site accreditation assessment and to include the-would be couple who will attend the Pre-Marriage Counseling Session.	4. Conduct of On-Site Accreditation Assessment which includes review of other documents and observation assessment during the actual conduct of the PMC session.	None	1 working day	<i>Technical Staff (Standards Section – Field Office XI)</i>
	4.1. Conduct a post assessment session with the applicant to discuss observations, if any, or come up with an action plan to comply with remaining requirements or provide technical assistance on areas needing improvement, if applicable.			<i>Technical Staff (Standards Section – Field Office XI)</i>
	4.2. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation	None		
5. Wait for the result on the Accreditation Assessment.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Technical Staff (Standards Section – Field Office XI)</i>
	5.1. Section Head and Division Chief shall review the		2 working days	<i>Section Head, Policy and Plans Division Chief,</i>

	draft Confirmation Report and Certificate of Accreditation.			<i>Regional Director – Field Office XI)</i>
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through various means per preference indicated in the application form. (Direct pick-up or courier)	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
6. Receive/ acknowledge the Confirmation Report and Certificate of Accreditation.	6. Release the Confirmation Report and Certificate of Accreditation.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
TOTAL		None	10 working days and 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at

	standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

20. Inclusion to Social Pension for Indigent Senior Citizens

The Social Pension for Indigent Senior Citizens Program is in line with the fulfilment of the obligation of the government to the most vulnerable sector through social protection, and for the full implementation of RA 9994 or the Expanded Senior Citizens Act of 2010. The program provides monthly stipend amounting to Five Hundred Pesos (Php 500.00) to augment the daily subsistence and other medical needs of indigent senior citizens. Program beneficiaries are qualified through validation conducted by the social Pension staff guided by the eligibility criteria set by the Memorandum Circular No. 4 series of 2019 or known as "Omnibus Guidelines in the Implementation of Social Pension for Indigent Senior Citizens Program ". To be eligible for the social pension, applicant must satisfy the following criteria, to wit:

- Sixty (60) years old and above;
- Frail, sickly or with disability;
- No pension from the government Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc (MFPMBAI) or any other insurance company;
- No permanent source of income, and;
- No regular support from family or relatives for his/her basic needs

Office or Division:	Social Pension Program Section – Protective Services Division						
Classification:	Complex						
Type of Transaction:	G2C – Government to Citizens						
Who may avail:	Sixty (60) years old and above senior citizens who qualifies the criteria set based on MC No. 4 series of 2019 Or his/her Authorized Representative						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Application (Walk-in client)</td><td></td></tr> <tr> <td>1.1. One (1) Original copy of OSCA ID or any valid government – issued ID indicating his/her date of birth</td><td>Office of the Senior Citizen's Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Application (Walk-in client)		1.1. One (1) Original copy of OSCA ID or any valid government – issued ID indicating his/her date of birth	Office of the Senior Citizen's Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. Application (Walk-in client)							
1.1. One (1) Original copy of OSCA ID or any valid government – issued ID indicating his/her date of birth	Office of the Senior Citizen's Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU						

1.2. One (1) Original Copy of General Intake Sheet	DSWD, MSWDO
2. Validation (Walk-in client)	
2.1. One (1) Original copy of OSCA ID or any valid government – issued ID indicating his/her date of birth	Office of the Senior Citizen's Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU
2.2. One (1) Original Copy of Social Pension Beneficiary Update form (for Assessment)	DSWD-SPPMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application (Walk-in client at DSWD Social Pension Office)				
1. Visit Social Pension Office at DSWD and present the original copy of OSCA ID or any valid government – issued ID and Birth Certificate	1.1 Check the authenticity of the presented documents (ID or Birth Certificate)	None	1 minute	DSWD SPPMO (SWO 1 / PDO 1)
	1.2 Conduct Interview and gather basic information using the General Intake Sheet (GIS)	None	30 minutes	DSWD SPPMO (SWO 1 / PDO 1)
2. Confirm the information given by signing the GIS (back portion)	2.1 Certify the correctness of the gathered information by signing the GIS (back portion)	None	2 minutes	DSWD SPPMO (SWO 1 / PDO 1)
	2.2 Turnover the filled-up GIS form to the assigned field worker	None	2 minutes	DSWD SPPMO (SWO 1 / PDO 1)
	2.3 Conduct validation on the gathered data thru home visitation	None	1 day	Field Worker (SWO 1 / PDO 1)
	2.4 If found eligible, forward the filled-up GIS Form to Data Management Unit for encoding	None	3 minutes	DSWD SPPMO (SWO 1 / PDO 1)
	2.5 Encode Senior Citizen's information at the Social Pension	None	2 minutes	DSWD SPPMO (Assigned Data Mgt Officer)

	Data base			
	2.6 Forward data to Central Office for eligibility testing at the Social Pension Information System	None	5 day	DSWD DMU staff
	2.7 Confirm the inclusion of the beneficiary to the program	None	10 days	DSWD CO staff
3. Follow Up application status as Social Pension beneficiary (can be thru phone call or text)	3.1 Inform the applicant on the status based on SPIS result	None	3 minutes	DSWD SPPMO (SWO 1 / PDO 1)
TOTAL		None	16 days & 12 minutes	

“Service is covered under Republic Act 9994”

Re-Validation of client with Inquiry/Grievance (Walk-in client at DSWD Social Pension Office)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Social Pension Office at DSWD and present the original copy of OSCA ID or any valid government – issued ID and Birth Certificate	1.1 Check the authenticity of the presented documents (ID or Birth Certificate) Conduct Interview and assessment using the Social Pension Beneficiary Update Form (SPBUF)	None	2 minutes	DSWD SPPMO (SWO 1 / PDO 1/Grievance Officer)
	1.2 Conduct Interview and assessment using the Social Pension Beneficiary Update Form (SPBUF)	None	2 minutes	DSWD SPPMO (SWO 1 / PDO 1/Grievance Officer)
2. Confirm the information given by signing the Social Pension Beneficiary Update Form (SPBUF) (back	2.1. Certify the correctness of the gathered information by signing the SPBUF (back portion	None	2 minutes	DSWD SPPMO (SWO 1 / PDO 1)
	2.2. Forward the filled-up SPBUF to Data Management Unit for encoding	None	3 minutes	DSWD SPPMO (SWO 1 / PDO 1)

portion	2.3. Encode/ correct Senior Citizen's information at the Social Pension Data base	None	2 minutes	DSWD SPPMO staff
	2.4 Forward data to Central Office for eligibility testing at the Social Pension Information System	None	1 week	DSWD DMU staff
	2.5 Confirm the inclusion of the beneficiary to the program	None	1 week	DSWD CO staff
3. Follow Up application status as Social Pension beneficiary (can be thru phone call or text)	3.1 Inform the applicant on the status based on SPIS result	None	3 minutes	DSWD SPPMO (SWO 1 / PDO 1)
TOTAL		None	10 days & 40 minutes	

21. Provision of Social Pension Stipend to Indigent Senior Citizens

The Social Pension for Indigent Senior Citizens Program is the provision of monthly stipend amounting to Five Hundred Pesos (Php 500.00) to augment the daily subsistence and other medical needs of indigent senior citizens. Stipends are released every semester using a modality that is most cost-effective and efficient payment such as but not limited to direct payment, door-to-door delivery scheme or through the use of cash card.

Office or Division:	Social Pension Program Section – Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Sixty (60) years old and above senior citizens who qualifies the criteria set based on MC No. 4 series of 2019 Or his/her Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1. OSCA ID - One (1) Original copy 2. OSCA ID - One (1) photocopy with three (3) specimen signature at the side		Office of the Senior Citizen's Affairs (OSCA	

For beneficiaries with erroneous name based on the OSCA ID or in the payroll: Certificate of Oneness (1 original copy)	Local Social Welfare and Development Office (LSWDO – LGU focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office
Authorized Representative for Bedridden, Frail, Sickly or with Disability	
1. Standard Form of Authorization Letter from the OSCA/LSWDO with original signatures of the beneficiary, authorized representative and endorsed by BASCA-Chapter President/Barangay Captain/CMSWDO - One (1) copy	Local Social Welfare and Development Office (LSWDO)- LGU Focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office (SPPMO)
2. OSCA ID or any valid government – issued ID of the beneficiary -1 original copy and 1 photocopy with 3 specimen signatures of the beneficiary	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU
3. Valid government-issued ID of the representative – One (1) original copy and one (1) photocopy with 3 specimen signature of the authorized representative	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU
Nearest Kin of the Deceased Beneficiary	
1. Filled-out Release of Warranty and Liability Form from LSWDO or OSCA with original signature (1 original copy)	Local Social Welfare and Development Office (LSWDO – LGU focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office
2. Death Certificate of the beneficiary – One (1) certified true copy	Local Civil Registrar (LCR) or Philippine Statistics authority (PSA)
4. Representative's valid government-issued ID – One (1) original copy and one (1) photocopy with signature of the claimant	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Principal (Beneficiary Himself)				
1. Present required ID (original and photocopy with 3 specimen signatures)	1. Look for the beneficiary's name in the payroll	None	1 Minute	Verifier (DSWD SPPMO staff)
2. Sign in or place thumb mark at the payroll (2 copies per semester)	2.1 Ensure all copies of the payroll have signature or thumb mark of the beneficiary	None	3 minutes	Verifier (DSWD SPPMO staff)
	2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received	None	1 Minutes	Verifier (DSWD SPPMO staff)
3. Present the claim stub to the paymaster	3.1. Ensure veracity of the information by checking at the masterlist	None	2 minutes	Paymaster (DSWD FO XI staff)
	3.2. Provide the amount of stipend due to the beneficiary by counting the money in his/her presence	None	1 minutes	Paymaster (DSWD FO XI staff)
4. Receive stipend		None	1 minute	Paymaster (DSWD FO XI staff)
TOTAL		None	9 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Authorized Representative for Bedridden, Frail, Sickly or with Disability				
1. Present the required documents like: - Authorization Letter (fully accomplished and signed) - OSCA ID or any valid government – issued ID of the beneficiary -1 original copy and 1 photocopy with 3 specimen signatures of the beneficiary - Valid government-issued ID of the representative – One (1) original copy and one (1) photocopy with 3 specimen signature of the authorized representative	1.1 Ensure completeness of the presented documents 1.2 Look for the beneficiary's name in the payroll	None	2 Minutes	Verifier (DSWD SPPMO staff)
2. Sign in or place thumb mark at the payroll (1 copy per semester)	2.1 Ensure all copies of the payroll have signature or thumb mark of the authorized representative	None	1 minute	Verifier (DSWD SPPMO staff)
	2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received	None	1 Minute	Verifier (DSWD SPPMO staff)
3. Present the claim stub to the paymaster	3.1. Ensure veracity of the information by checking at the	None	2 minutes	Paymaster (DSWD FO XI)

	masterlist			staff)
	3.2. Provide the amount of stipend due to the beneficiary by counting the money in his/her presence	None	1 minutes	Paymaster (DSWD FO XI staff)
4. Receive stipend		None	1 minute	Paymaster (DSWD FO XI staff)
TOTAL		None	7 minutes	
Nearest Kin of the Deceased Beneficiary				
1. Present the required documents	1.1 Ensure completeness of the presented documents 1.2 Look for the beneficiary's name in the payroll	None	2 Minutes	Verifier (DSWD SPPMO staff)
2. Sign in or place thumb mark at the payroll (1 copy per semester)	2.1 Ensure all copies of the payroll have signature or thumb mark of the authorized representative	None	1 minute	Verifier (DSWD SPPMO staff)
	2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received	None	1 Minute	Verifier (DSWD SPPMO staff)
3. Present the claim stub to the paymaster	3.1. Ensure veracity of the information by checking at the masterlist	None	2 minutes	Paymaster (DSWD FO XI staff)
	3.2. Provide the amount of stipend due to the beneficiary by counting the money in his/her presence	None	1 minutes	Paymaster (DSWD FO XI staff)
4. Receive stipend		None	1 minute	Paymaster (DSWD FO XI staff)
TOTAL		None	7 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback on the services provided will be done by accomplishing the Client's Satisfaction Survey Form to be provided by the SPPMO staff. In the said form, a space is provided to write client's further comments on the services received.
How feedbacks are processed	<p>Every last working day of the month, a designated staff consolidates all Client's Satisfaction Survey Form. Result of this will be reviewed by the SPPMO Focal Person then submit to the Protective Services Division Chief for endorsement to the Human Resource and Management Devt Division for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned unit for appropriate action. Responses are relayed to the client three (3) working days after the receipt of the feedback.</p>
How to file a complaint	<p>Concerned Citizen with complaints relative to the implementation of Social Pension for Indigent Senior Citizens Program may file their complaints thru the following:</p> <ol style="list-style-type: none"> DSWD Field Office XI – <ul style="list-style-type: none"> Grievance Unit - Social Pension Program Mgt Office Hotline numbers: 09755516940 and 227-1964 local 1122 E-mail address: socialpension.fo11@dswd.gov.ph <p>with the following information:</p> <ul style="list-style-type: none"> Name of the Complainant Address Name of Person/Entity being complained Issues / Concern Evidence <ol style="list-style-type: none"> Office of the Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of the concern to the above-mentioned program using the grievance/complaint Form. 8888 Citizens' Complaint Hotline

How complaints are processed	<p>Complaints are being handled by the Grievance Officer of the SPPMO in coordination with the concerned staff who has knowledge on the background of the complaint raised for verification and validation. Said complaint is responded within 72 hours upon receipt.</p> <p>Grievance Officer prepares the response and duly noted by the SPPMO Focal Person and signed by the Regional Director</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

22. Inclusion to Filipino Living Centenarian under Centenarian Program

The Department of Social Welfare and Development, being the primary agency in providing social protection, advocating the rights of the poor, vulnerable and disadvantaged, developed and continuously implements the Centenarians Program guided by *Memorandum Circular no. 04 series of 2017* or the “*Guidelines on the Implementation of Republic Act No. 10868 - An act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, and For Other Purposes or also known as Centenarians Act of 2016*”. To be eligible for the centenarian program, applicants must be all living Filipinos ages 100 years above whether living in the Philippines or abroad before or after RA 10868 took effect.

Office or Division:	Protective Services Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Filipino Living Centenarian and/or Nearest Kin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application (Walk-in Client)	
Principal	
1. Centenarian's Certificate of Live Birth (1 Copy Original or Authenticated Copy)	PSA and/or LCR
2. Philippine Passport of the centenarian (1 Copy Original or Authenticated Copy)	DFA
Primary Identification Cards	
1. OSCA ID (1 Copy Original or Authenticated Copy)	OSCA
2. LTO ID No (1 Copy Original or Authenticated Copy)	LTO

3. GSIS (1 Copy Original or Authenticated Copy)	GSIS
4. SSS ID (1 Copy Original or Authenticated Copy)	SSS
5. PRC ID (1 Copy Original or Authenticated Copy)	PRC
6. Philippine Postal ID (1 Copy Original or Authenticated Copy)	Phil Post
7. COMELEC voters ID and/or affidavit (1 Copy Original or Authenticated Copy)	COMELEC
8. Any valid government issued Identification Cards (1 Copy Original or Authenticated Copy)	

2. Validation (Walk-in Client)

Secondary Documents

1. Marriage Certificate (1 Copy Original or Authenticated Copy)	PSA
2. At least three (3) Birth Certificates of children borne by/of the centenarian (1 Copy Original or Authenticated Copy)	PSA
3. Affidavits executed by at least two (2) disinterested persons (1 Copy Original or Authenticated Copy)	Office of the Attorney (Public or Private)
4. Old School records showing the birthdate of the centenarian (1 Copy Original or Authenticated Copy)	School
5. Employment records showing the birthdate of the centenarian (1 Copy Original or Authenticated Copy)	Employer
6. Baptismal records showing the birthdate of the centenarian and certified by the parish church (1 Copy Original or Authenticated Copy)	Church
7. Confirmation records showing the birthdate of the centenarian and certified by the parish church (1 Copy Original or Authenticated Copy)	Church

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application (Walk-in Client)				

1. Visit Social Pension Office at DSWD and present the original copy of OSCA ID or any valid government – issued ID and Birth Certificate	1.1. The Action Officer will consolidate and give initial assessment to the documents presented is complete	None	10 minutes	<i>Centenarian Focal Action Officer</i>
	1.2. If the documents are not complete the client will be asked to comply	None	2 minutes	<i>Centenarian Focal Action Officer</i>
2. Confirm the information given by signing the Intake Form (back portion)	2.1 Certify the correctness of the gathered information by signing the Intake Form (back portion)	None	2 minutes	<i>DSWD SPPMO (SWO 1 / PDO 1)</i>
	2.2 Turnover the filled-up intake form to the assigned field worker	None	2 minutes	<i>Centenarian Focal</i>
Validation (Walk-in Client)				
3. Wait for the conduct of Interview/ Assessment by DSWD staff	3.1. The Social Worker will conduct home visitation and assessment using centenarian validation form	None	10 minutes	<i>Centenarian Focal Assigned Social Worker</i>
	3.2. If found eligible, forward the filled-up validation form to the Centenarian Database	None	3 minutes	<i>Centenarian Focal</i>
	3.3. Encode Centenarian's information to the Centenarian Database	None	2 minutes	<i>Centenarian Focal</i>
	3.4. Forward data to Central Office for national cross matching, eligibility and duplication testing	None	5 days	<i>Centenarian Focal</i>
4. Receives the	4.1. Confirm the	None	10 days	<i>DSWD CO staff</i>

notice of approval or disapproval of the application through official communication	inclusion or exclusion of the beneficiary to the program			
	4.2. If approved, the client is for payment within the quarter	None	5 days	<i>Centenarian Focal</i>
	4.3. If disapproved, the client will be given an official communication with explanation from the FO informing regarding the disapproval	None	5 days	<i>Centenarian Focal</i>
TOTAL		None	25 days, 31 minutes	

“Service is covered under Republic Act 10868”

23. Provision of Benefits to Filipino Living Centenarian under Centenarian Program

The Centenarian Program is the provision of cash gift amounting to Php 100,000.00 with a letter of felicitation signed by the President of the Philippines to all of the eligible Filipino living centenarian. These benefits aims to recognize the longevity of the centenarian and its essential contribution to nation building.

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Filipino Living Centenarian and/or Nearest Kin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Awarding of Cash Incentives	
Principal	
1. Centenarian's Certificate of Live Birth (1 Copy Original or Authenticated Copy)	PSA and/or LCR
2. Philippine Passport of the centenarian (1 Copy Original or Authenticated Copy)	DFA
Nearest Kin of the Deceased Beneficiary	

Completely filled-out Release of Warranty and Liability Form from DSWD	Department of Social Welfare and Development – Field Office XI (DSWD FO XI) – Social Pension Management Office (SPPMO)
OSCA ID with (1 Copy Original or Authenticated Copy)	Office of the Senior Citizen Affairs (OSCA) – OSCA Head
Special Power of Attorney signed by the relatives of deceased centenarian (1 Original Copy)	Office of the Attorney (Public or Private)
Death Certificate of the beneficiary (1 Original or Authenticated Copy)	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)
Representative's valid government-issued ID (1 photocopy and 1 original copy)	OSCA, Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Awarding of Cash Gifts				
1. Present original IDs with the completed and filled-out documents required to the paymaster.	1.1. Look for the beneficiary's name in the payroll and fill-out payroll with its corresponding information needed.	None	3 minutes	<i>Paymaster DSWD Field Office XI</i>
2. Sign the payroll that corresponds receipt of the cash gift.	2.1. Secure the needed information and signature beneficiary	None	1 minute	<i>Paymaster DSWD Field Office XI</i>
3. Count received cash gift.	3.1. Provide the amount of stipend due for the beneficiary	None	2 minutes	<i>Paymaster DSWD Field Office XI</i>
TOTAL		None	6 minutes	

“Service is covered under Republic Act 10868”

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return fully accomplished

	<p>Client's Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers 0975-551-6940 and 227-1964 local 1122 or e-mail us at socialpension.fo11@dswd.gov.ph</p>
How feedback is processed	<p>SPPMO Grievance Officer will consolidate the Client Satisfactory Survey Form and will present the result to the Centenarian Focal Person and SPPMO.</p> <p>Within 24 – 72 hours, a response letter and appropriate action will be issued by the Centenarian Focal Person and SPPMO.</p>
How to file complaints	<p>Any concerns with Centenarian program will be accommodated by the FO specially SPPMO. They may also file their complaints through Local Government Unit, Office of the Senior Citizens Affairs and Local Social Welfare and Development Office using the Grievance/Complaint Form.</p> <p>Complaints can also be filed through SPPMO Hotline numbers 0975-551-6940 and 227-1964 local 1122 or e-mail us at socialpension.fo11@dswd.gov.ph with the corresponding information:</p> <ul style="list-style-type: none"> • Name of the complainant • Address • Name of person/entity being complained • Issues and concerns with evidences
How complaints are processed	<p>Complaints received by respective officers are escalated to the Centenarian Focal Person for verification and veracity of complaint for at least 72 hours upon receipt.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

24. Admission Process for Accepting Clients in the Home for the Aged

The Home for the Aged is a residential care facility which caters to abandoned, neglected, unattached, homeless senior citizens who are 60 years old and above either male or female. It provides 24 hour residential care services as an alternative form of family.

Office or Division:	DSWD – Home for the Aged
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Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may avail:	<ul style="list-style-type: none"> ➤ Male or female, 60 years old and above, abandoned, homeless, unattached or neglected ➤ Must be free from mental illness except senile and Alzheimer's disease ➤ Must be free from communicable disease per assessment of the medical staff 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Referral Letter		C/MSWD Office		
2. One (1) original Social Case Study Report		C/MSWD Office where the client is currently situated / found		
3. One (1) original Chest X-ray result with no communicable disease		Any medical facility		
4. One (1) original Medical Certificate		Public/Private Physician		
5. One (1) original Psychological Evaluation		Davao Regional Medical Center (DRMC), Apokon, Tagum City		
6. One (1) original Negative Swab Test Result for COVID-19 or one (1) original COVID-19 Negative Certificate		Any Licensed COVID-19 Testing Laboratory		
7. One (1) original Quarantine Clearance certifying completeness of 14-day quarantine		City / Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned citizen will refer the client to the C/MSWD Office where the client is situated / found.				Concerned citizen, C/MSWDO
2. The C/MSWD Office will then inform DSWD – Home for the Aged regarding	2.1 The Rehabilitation Team which is composed of the Center Head, Social Worker, Supervising	None	15 minutes	Rehabilitation Team (Center Head, Social Worker, Supervising

possible referral. The referring party / agency which is the C/MSWD Office will comply the requirements and forward it to DSWD – Home for the Aged for review.	<p>House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge will conduct Pre-Admission Conference to discuss and review if the client is suited and qualified for admission.</p> <p>2.2 After the conference, the Social Worker will give feedback to the referring party / agency whether or not the client may be admitted at the Center.</p>			<i>House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge), referring party / agency</i>
3. If for admission, the referring party / agency will escort the client to DSWD – Home for the Aged. A case conference with the rehabilitation team will be attended by the referring party / agency and the client.	3. During case conference, the Rehabilitation Team will thoroughly check and review the requirements submitted by the referring party / agency.	None	15 minutes	<i>Rehabilitation Team (Center Head, Social Worker, Supervising House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge); referring party / agency and the client</i>
4. Proceed to Social Service Office for interview	<p>4.1 Interview the client</p> <p>4.1.1 Assess the presenting problem and gather data using the intake sheet form</p>	None	20 minutes	<i>Social Worker, Social Service Unit, Home for the Aged</i>

	4.1.2 Further information shall be gathered from the escort/referring party			
5. Proceed to Center Clinic for medical assessment	5. Medical Staff on duty shall conduct initial medical assessment	None	10 minutes	<i>Center Nurse, Medical Service Unit, Home for the Aged</i>
6. The client shall surrender his / her belongings for inventory and recording	6. Inventory of resident's belongings shall be made by the house parent on duty. Valuables must be entrusted to the Case Manager for safekeeping	None	10 minutes	<i>Homelife Staff / House Parent on duty</i>
8. Proceed to Social Service Unit for orientation on the Center's programs and services	8. The Case Manager shall orient the client regarding the Center, its programs and services	None	10 minutes	<i>Social Worker, Social Service Unit, Home for the Aged</i>
9. Proceed to Homelife Service Unit for orientation on the Center's house rules and regulations	9. The Homelife Service shall orient the client on the Center's house rules and regulations	None	20 minutes	<i>Homelife Service</i>
10. The client shall be provided with and assisted to his / her room assignment	10.1 The Case Manager shall refer the client to the house parent on duty for his / her room assignment 10.2 The Case Manager shall further introduce the client to other residents and HA staff	None	10 minutes	<i>Social Worker, Social Service Unit, Home for the Aged</i> <i>Homelife Staff / House Parent on duty</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Complainant to send formal letter or email to DSWD – Home for the Aged
How feedbacks are processed	DSWD – Home for the Aged to send letter response to complainant
How to file a complaint	Detailed complaints may be filed thru sending formal letter or email to ha.fo11@dswd.gov.ph
How complaints are processed	The institution will conduct case conference / meeting regarding the issue / concern. If necessary, meeting will be set together with the complainant. If need arises, internal investigation may be instigated. Failure to resolve such complaint, the issue will be raised to the HA Grievance Committee. In the event the complaint still remains unresolved, it will be elevated to the Regional Office Grievance Committee for further investigation and appropriate resolution.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

25. Rehabilitation of Children in Conflict with the Law (CICL)

The Regional Rehabilitation Center for Youth is under the Office of the Protective Services Division. It is a residential facility that provides a 24/7 temporary shelter and rehabilitation intervention program to Children in Conflict with the Law by virtue of the Court Order issued by the Family Court Judges in region XI.

Office or Division	DSWD – Regional Rehabilitation Center for Youth XI	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Client G2G – Government to Government	
Who may avail	Children in Conflict with the Law	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR ADMISSION		
Note: Upon admission, the client should be accompanied by his family and staff from LSWDO.		
One (1) copy Commitment Order	Regional/Provincial Trial Court	
One (1) copy PSA Birth Certificate	Philippine Statistics Office	

One (1) copy Medical Certificate (latest)		Authorized Physician		
One (1) copy Social Case Study Report		Local Social Welfare and Development Office		
One (1) copy Result of SWAB Test/Rapid Test and Chest X-ray/CBC		Authorized Laboratory facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client and the referring party submit themselves for Precautionary measures installed at the entrance gate in RRCY	1. Guard shall advise the Social Worker of the new admission of client 1.1 The guard on duty at the entrance gate shall impose temperature check-up and hand sanitation to the client and the referring parties 1.2 Body search and Bags are subject for inspection and sanitation by the guard on duty	None	15 minutes	<i>Guard on Duty at the Entrance Gate</i>
2. The referring party submits all the admission requirements to the receiving Social Worker	2.1 Receives the required admission documents from the referring LSWDO or PNP personnel	None	10 minutes	<i>Social Worker DSWD-RRCY</i>

	<p>2.2 Reviews all documents for its completeness</p> <p>2.2.1 If documents found complete proceed to the admission conference.</p> <p>2.2.2 In the absence of two vital documents like Commitment Order and SWAB test result, the client and referring party will be advised to defer the admission and to secure first the copy of Commitment Order and submit client to undergo swab testing.</p>			
3. The referring party attends admission conference	<p>3.1 Conducts Admission conference</p> <p>3.1.1 Orientation on Center's Policies and House rules.</p>	None	30 minutes	<i>Helping Team with the client, family and referring party</i>
		None	15 minutes	<i>Helping Team</i>

	3.2 Conducts initial interview to the family of client and LSWDO staff by the Social Worker of the center			<i>DSWD-RRCY</i>
4. The referring party signs the admission documents	4. Prepares the Admission form for signature of the referring party	None	5 minutes	<i>Helping Team DSWD-RRCY</i>
5. Turn-over of client by the referring party to the admission team	5. Receives the living body of client and endorse to assigned houseparent in going to the Isolation room for fourteen (14) days quarantine period	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
6. Client submits for body inspection of any marks and for physical check-up	6. Provides the basic need like food, clothing, beddings and toiletries to the client	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
7. Client receives basic needs such as food, clothing, beddings and toiletries	7.1 Inspects and records any body marks and for physical check-up	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
8. Client undergoes 14 days quarantine at Isolation room	8. Assists client to be placed inside the Isolation room for a Period of 14 days 8.1 Monitors the body temperature every 4 hours to be recorded in a logbook and other symptoms observe	None	14 days	<i>Nurse Houseparent DSWD-RRCY</i>

	<p>to the client.</p> <p>8.2 Provides Medical service as need arises</p> <p>8.3 Provision of daily basic needs of the client</p>			
9. Client transfers from Isolation room to Reflection and Diagnostic room (RDR) for another 10 days stay	<p>9. After 14 days, client will be transferred to RDR</p> <p>9.1 Orients the client on his new duties and responsibilities as new resident of the center</p>	None	15 minutes	<i>Staff on Duty (SOD)</i>
10. Client accepts new assignment of tasks and to actively participate in all rehabilitation programs and services provided by the center. Client is advised to follow the center's policies and perform tasks accordingly and expected to show positive behavior while inside the center.	<p>10. Provision of Rehabilitation Programs and Services</p> <p>10.1 Social Service</p> <ul style="list-style-type: none"> - Manages Case of the client filed in Court - Implements Intervention and Rehabilitation Plans to the client - Individual consultation and advice-giving to the client - Initiates the conduct of case conference for the client - Submits regular Progress Report of the client to the 	None	24 months	<i>Helping /Rehabilitation Team members</i>

	Committing Court. 10.2 Home life Service <ul style="list-style-type: none"> - Monitors the day to day performance of client - Conducts Group Session and structured Learning activities - Performs Substitute Parenting to the client - Implements Sports and Recreational Activity - Initiates religious activity according to the belief of client 10.3 Educational Service <ul style="list-style-type: none"> - Assists in the provision of education through multi-graded classes according to the Grade Level attainment of client 10.4 Psychological Service <ul style="list-style-type: none"> - Administers Psychological test and assessment on the behavior of the client 			
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	<p>10.5 Productivity Skills and Development Service</p> <ul style="list-style-type: none"> - Implements various skills training based on the capacity and training need of client <p>10.6 Medical Service</p> <ul style="list-style-type: none"> - Provides basic first aid and treatment - Administers medicines to the client based on the prescription issued by physician - Refers client to hospital as need arises 			
11. Client attends case conference regarding status of his case with the presence of the Helping team	<p>11. Helping Team initiates case conference for the client's status of behavior and performance while at the center.</p> <p>11.1 Helping Team conducts assessment to the client based on the submitted reports and observation of the Helping team.</p> <p>11.2 Social Worker prepares Progress Report to be submitted to the</p>	None	4 hours	<i>Helping Team</i>

	client's committing Court 11.3 Social Worker recommends to the Committing Court for the termination of his case and/or dismissal of his case after being assessed of his completion of the rehabilitation program			
12. Client receives update on the status of his case and will be assessed on his readiness for discharge	12. Sends letter request for Parenting Capability Assessment Report (PCAR) of the client's family through the Office of the LSWDO 12.1 Coordinates with the LSWDO regarding the requested PCAR and to prepare the client's family for his reintegration and provide updates on the status of his case.	None	1 day	<i>Social Worker DSWD-RRCY</i>

13. Client receives update for his eventual reintegration to his family and in the community	<p>13. Facilitates the completeness of the discharge documents of the client.</p> <p>13.1 Secures copy of Release Order from the committing Court</p> <p>13.2 Prepares Authority to Discharge approved by Regional Director</p> <p>13.3 Coordinates with LSWDO on the specific date of discharge of client to his family and to advise barangay stakeholder to attend the discharge conference</p>	None	1 hour	<i>Social Worker DSWD-RRCY</i>
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14. Client has completed rehabilitation program and his family is advised on the date of his reintegration. Client's family is required to attend the Discharge Conference of the client.	14. Spearheads the pre-discharge conference of the client together with the rehabilitation Team members in the center. 14.1 Social Worker and houseparent escort client to the place of his family or custodian where he will be discharged 14.1 Conducts Discharge Conference with the client's family, LSWDO and BCPC at the LGU. 14.2 Turn-over the healthy living body of the client to the LSWDO with his family members 14.3 The Social Worker submits Transfer Case Summary Report to LSWDO for after care services	None	1 hour	<i>Social Worker DSWD-RRCY</i>
TOTAL		None	24 months, 19 hours, 45 minutes	

"Service is covered under Republic Act 9344 as amended by Republic Act 10630."

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Note: Before the client's reintegration to his family, the client will be asked to accomplish the Survey Form provided by the Social Service Unit of the center.</p> <p>All complaints will be addressed to the name of RRCY Center Head</p> <p>RRCY email address: rrcyxi@gmail.com Telephone no. (082) 293-0306 Mobile Phone numbers 0930-463-8123 (SMART) 0965-593-8974 (TM)</p>
How feedbacks are processed	<p>Feedbacks of complaints/inquiries will be responded accordingly to where the complaints was sent via email or calls.</p>
How to file a complaint	<p>May send complaints directly to the name of Center Head.</p> <p>RRCY email address: rrcyxi@gmail.com Telephone no. (082) 293-0306 Mobile Phone numbers 0930-463-8123 (SMART) 0965-593-8974 (TM)</p>
How complaints are processed	<p>Feedbacks of complaints/inquiries will be responded accordingly to where the complaints was sent via email or calls.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

26. Center and Residential Care Facility (CRCF)

Home for Girls and Women Center and Residential Care Facility provides temporary protective care to all disadvantaged Women and Girls who are victims of various circumstances.

Office or Division:	Home for Girls and Women – DSWD Field Office XI
Classification:	Highly Technical

Type of Transaction:	G2G – Government to Government			
Who may avail:	Disadvantaged Women and Girls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		From referring agency /		
Social Case Study Report		Referring party's social worker		
Medical Certificate (1 original copy)		Private and/or government health unit		
Medico Legal Certificate (1 photocopy)		Government Health Unit / SPMC-WCPU		
One (1) PSA Copy of Birth Certificate (Original copy)		Philippine Statistic Authority		
School Records (if any) (1 Original copy)		School attended by the client		
Court Related Documents such as: <ul style="list-style-type: none"> • Complaint Affidavit/s • Police Blotter/s • Police Investigation Report • Information and Resolution 		Office of the Prosecutor / Concerned Police Station		
Psychological Evaluation		Government Health Unit / SPMC-IPBM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admission				(Done under CRCF)
1. Referring LGUs / GOs/ Court/ POs and Private Individuals will submit admission requirement.	1. The HGW social worker will review of documents/requirements of referring party/s; 1.1 If there is a concern re: disqualification of client, HGW will feedback to the concerned referring party/s	None	10 minutes	<i>Social Worker, Home for Girls and Women</i>
	1.2 If client is qualified then proceed to Step	None	30 minutes	<i>HGW Rehabilitation Team</i>

	Number 2			
2. The referring party will confirm to the schedule of admission	2. The HGW rehabilitation team will set the schedule of admission case conference	None	1 day	<i>HGW Rehabilitation Team</i>
3. The referring party will bring the client for admission	3. Conduct of admission conference with referring party, client and the HGW rehabilitation team.	None	30 minutes	<i>HGW Rehabilitation Team along with the client and referring office</i>
TOTAL		None	1 day, 1 hour, 10 minutes	
Residential Care				
1. Client stays in the residential facility – Home for Girl and Women	1.1. Provision of basic needs	None	10 minutes	<i>Social Worker, Home For Girls and Women</i>
	1.2. Introduce client to co-residents and staff	None	5 minutes	<i>Social Worker, Home For Girls and Women</i>
	1.3 Undertake diagnosis of the client; 1.3.1 Undertake in-depth data gathering of client focus on profile of client, circumstances of admission, families and relatives, strengths and weaknesses	None	30 minutes	<i>Social Worker, Home For Girls and Women</i>

	and future plans; 1.3.2 Undertake the following activities: Home visit Contact families / relatives thru DSWD Field Offices or MSWDO 1.3.3 Collateral Interview with friends, neighbors, employers, etc.	None None	30 minutes 20 minutes 30 minutes	<i>Social Worker, Home For Girls and Women</i> <i>Social Worker, Home For Girls and Women</i> <i>Social Worker, Home For Girls and Women</i>
	2. Formulate treatment plan in consultation with the client, SW and member of the Rehabilitation Team. 2.1 The Team must be able to: <ul style="list-style-type: none"> ○ Clearly identify problem ○ Identify desired goals / objectives / outcomes and time frames ○ Identify appropriate intervention strategies (based on needs) ○ Set activities that would operationalize intervention 	None	30 minutes	<i>Social Worker, Home For Girls and Women</i>

	strategies <ul style="list-style-type: none"> ○ Conduct case conferences with the presence of other professional groups involved in the case such as DSWD, MSWDO / CSWDO, lawyer, client's parents, relatives, guardians, etc. 			
	3. Social Worker's intervention implementation 3.1 Deliver / provide appropriate rehabilitation services based on the intervention plan 3.2 Develop one's strength and weaknesses towards enhancement of self 3.3 Practical Skills Development 3.4 Referral services (medical, legal, educational, psychological services) 3.5 Family Assessment to respective MSWDO's and	None	180 days	<i>HGW Rehabilitation Team with client and other allied professionals</i>

FO's, NGO's support services for the family preparation for the reunion or for minor's other appropriate alternative placement

3.6 Self-empowerment in preparation for independent living, reunion with family and community integration

3.7 Counselling service

3.8 Group work

3.9 Case Conferences

3.10 Spiritual Enhancement

	desired goals / outcomes and time frame			
	<p>5. Pre Termination Phase</p> <p>5.1 Assess readiness of clients for discharge</p> <p>5.2. Request for assessment report from MSWDO, CSSDO readiness of the family/relative to accommodate clients</p> <p>5.3.1If assessment is NOT favorable, MSWDO should identify problem area and mobilize existing resources to respond to the need</p> <p>5.4 If assessment if favorable proceed to step number 5.5</p> <p>5.5. Pre-discharge conference center staff and members of the of the Rehabilitation Team, MSWDO concerned, family and relative</p> <p>5.6. Prepare Transfer Summary / Discharge Summary</p>	None	<p>20 minutes</p> <p>10 minutes</p> <p>15 days</p> <p>30 minutes</p> <p>15 minutes</p>	<p><i>HGW Rehabilitation Team with Client/s</i></p> <p><i>HGW Rehabilitation Team</i></p> <p><i>Concerned LGU/s</i></p> <p><i>HGW Rehabilitation Team with client and referring office</i></p> <p><i>HGW social worker</i></p>

TOTAL		None	6 months, 19 days, 4 hours, 50 minutes	
Post Residential Phase				
1. Client will wait for the confirmed date of her reintegration	1. The HGW team will set schedule for client's discharge date	None	1 day	<i>HGW Social Worker</i>
	2. Discharge Conference of client	None	30 minutes	<i>Client/s LGU social worker Client's custodian HGW Social Worker</i>
TOTAL		None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>You can send your feedback through: Talk to our staff on duty Email us in our email account (hgwdswdxi@gmail.com)</p> <p>Accomplish feedback form and put this in the intended box located in our admin office or in the guard house</p>
How feedbacks are processed	Feedbacks that are expressed verbally are immediately attended to by any staff on duty/s
How to file a complaint	<p>You can send your complaints through: Talk to our staff on duty</p> <p>Email us in our email account (hgwdswdxi@gmail.com)</p> <p>Accomplish feedback form and put this in the intended box located in our admin office or in the guard house</p>
How complaints are processed	Written and / or verbal feedbacks / complaints shall immediately be attended to by the Chief Protective Services Division, Regional Center Coordinator and Center Head.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888

	CCB: 0908-881-6565 (SMS)
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Office	Address	Contact Information
DSWD Central Office	Batasan Pambansa Complex, Constitution Hills, Quezon City	(632) 931-8101 to 07
Field Office XI	R. Magsaysay Ave., Davao City	227-1963 to 64
Home for Girls and Women	Maa, Davao City	(082) 244-0576

27. Releasing of Payment thru Check / LDDAP-ADA to Creditors / Suppliers

This covers the releasing of payment thru check and/or List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

Office or Division:	Finance Management Division - Cash Section			
Classification:	Simple			
Type of Transaction:	Government-to-Businesses (G2B) Government-to-Citizens (G2C) Government-to-Government (G2G)			
Who may avail:	All creditors/suppliers and service providers with money claim			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal 1. Any valid ID of the claimant/payee (1 original)		Claimant/Payee		
Representative: For individual claims: Notarized Special Power of Attorney (1 original) 2. Any valid ID of the person being represented (1 original and 1 photocopy)		Person being Represented Person being Represented		
For supplier/service provider claims: 3. Official Receipt (for services)/Collection/Acknowledgement Receipt (for goods with Sales/Charge Invoice attached to the Disbursement Voucher) (1 original)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to FMS Cash Division and present required documents at Window 1 * Before going to DSWD, the creditor/supplier may inquire/confirm thru phone.	1.1 Receive the required documents and review for completeness and appropriateness 1.2 Retrieve 3rd copy of Disbursement Voucher (DV) and Warrant Registry Book.	None	5 minutes	<i>Administrative Officer I DSWD FO XI - Cash Section</i>
2. Issue Official Receipt (or), sign at the Box E of the original/duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt of payment.	2.1 Assist the client to sign in the Box E of the original/duplicate copy of DV and Warrant Registry Book 2.2 Provide 3rd copy of DV and Certificate of Tax Withheld (BIR Form 2307), if applicable 2.3 Release the check (if applicable).	None	5 minutes	<i>Administrative Officer I DSWD FO XI - Cash Section</i>
TOTAL		None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly answer the Client Satisfaction Survey Form and drop it at the designated drop box located at the Cash Section window. Contact info: (082) 227-1964 loc. 1102 or loc. 1001
How feedbacks are processed	The Administrative Officer I opens the drop box on a weekly basis and records all feedback forms submitted. The feedback forms are discussed during the Cash Section monthly staff meeting.
How to file a complaint	Complaints may be filed and addressed to the Finance Management Division Chief or the Regional Director. Contact info: (082) 227-1964 loc. 1111 (FMD Chief) or loc. 1109 (Regional Director)
How complaints are processed	Complaints are consolidated every end of the month by the Administrative Officer I. Complaints requiring answers are forwarded to the staff/office concerned for appropriate response. Clients will be informed within three (3) working days. The staff/office shall undergo an official investigation and

	the client will be informed of the response. For status of complaint, you may contact us thru: Telephone: (082) 227-1964 loc. 1102 or loc. 1001
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

28. Issuance of Official Receipt to Payor / Donor

This covers the issuance of official receipt to payor/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance Management Division - Cash Section			
Classification:	Simple			
Type of Transaction:	Government-to-Businesses (G2B) Government-to-Citizens (G2C) Government-to-Government (G2G)			
Who may avail:	<ul style="list-style-type: none"> - Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction fee, etc.) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (2 copies)		Accounting Division (for refund of fund transfer/cash advance) / BAC Section (for Bid Documents)		
2. Cash/check (all originals)		Payor/donor		
3. Billing Statement (1 original)		Standards Bureau - Standards Compliance Monitoring Division, G/F (Registration, Licensing or Accreditation Fee) Commission on Audit Resident Auditor, 2/F (Reproduction Fee for DV and its supporting documents)		
4. Notice of Award (1 photocopy)		Procurement Management Service - Contract Monitoring Division, G/F (Performance Bond)		
5. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat, G/F (Bid Documents)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure Order of Payment.	1. Receive the required documents and review for	None	6 minutes	Administrative Assistant II DSWD FO XI -

	completeness and appropriateness 1.1 Prepare Order of Payment, if document/s is/are in order.			<i>Accounting Section</i>
2. Proceed to FMS Cash Division Window 1 and present Order of Payment and cash/check for the issuance of Official Receipt (O.R.)	2. Receive Order of Payment (O.P.) and cash/check from the payor/donor. 2.1 Issue O.R. to acknowledge receipt of collection.	(Please see table below)	6 minutes	<i>Administrative Officer V DSWD FO XI - Cash Section</i>
TOTAL		(Please see table below)	12 minutes	

PROCESSING FEE

- | | |
|---|------------------------|
| 1. Registration, Licensing or Accreditation Fee | PHP 1,000.00 |
| 2. Reproduction Fee | PHP 15.00 per page |
| 3. Bid Documents Fee | Please see table below |

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50M up to 500M	50,000.00
j. More than 500M	75,000.00

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly answer the Client Satisfaction Survey Form and drop it at the designated drop box located at the Cash Section window. Contact info: (082) 227-1964 loc. 1102 or loc. 1001
How feedbacks are processed	The Administrative Officer I opens the drop box on a weekly basis and records all feedback forms submitted. The feedback forms are discussed during the Cash Section monthly staff meeting.
How to file a complaint	Complaints may be filed and addressed to the Finance Management Division Chief or the Regional Director. Contact info: (082) 227-1964 loc. 1111 (FMD Chief) or loc. 1109 (Regional Director)
How complaints are processed	Complaints are consolidated every end of the month by the Administrative Officer I. Complaints requiring answers are forwarded to the staff/office concerned for appropriate response. Clients will be informed within three (3) working days. The staff/office shall undergo an official investigation and the client will be informed of the response. For status of complaint, you may contact us thru: Telephone: (082) 227-1964 loc. 1102 or loc. 1001
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

29. Request for PHIC Certification

Philhealth Certification (For Philhealth Transaction Purposes)

Office or Division:	Promotive Services Division Pantawid Pamilyang Pilipino Program			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may avail:	Active and In-active Beneficiaries of Pantawid Pamilyang Pilipino Program			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
4Ps Beneficiary ID or Oath of Commitment	Regional Program Management Office or Provincial/Municipal Operations Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to 4Ps Operations Office (Regional/ Provincial/ Municipal) to be accommodated and facilitated by the Designated Focal Person	1.1 Verification of Status in Pantawid Pamilya Information System 1.2 If Active, Print Certificate for Philhealth 1.3 Facilitate document for signature.	None	30 minutes	<i>Regional: Project Development Officer I</i> <i>Provincial: Beneficiary Data Management Focal</i> <i>Municipal: Municipal Link</i>
2. Wait for the Signed Certification	2.1 Release Signed Certification for PHIC	None	5 Minutes	<i>Region: Project Development Officer I</i> <i>Province: Beneficiary Data Management Focal</i> <i>Municipal: Municipal Link</i>
	TOTAL	None	35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails
How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

30. Request for LBP endorsement to Beneficiaries with damage or lost cash cards

For Damage or Lost Cash Cards of 4Ps Beneficiaries

Office or Division:	Promotive Service Division Pantawid Pamilyang Pilipino Program			
Classification:	G2C – Government to Client G2G - Government to Government			
Type of Transaction:	Simple			
Who may avail:	Active Beneficiaries of Pantawid Pamilyang Pilipino Program			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. 4PS Beneficiary ID or Oath of Commitment		Provincial Operations Office or Municipal Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Municipal Level 1. Proceed to City /Municipal Operations Office to be accommodated and facilitated by the Municipal Roving Bookkeeper (MRB)	1.1 Verification of Status in Pantawid Pamilya Information System	None	5 Minutes	<i>Municipal Roving Bookkeeper (MRB)</i>
	1.2 Preparation of Endorsement Letter for Land Bank of the Philippines (LBP)	None	10 Minutes	<i>Municipal Roving Bookkeeper (MRB)</i>
	1.3 Facilitate Logistics of Letter going to POO for Approval and	None	1 day	<i>Municipal Roving Bookkeeper (MRB)</i>

	Signature of SWADO/PL			
2. Wait for the Signed Endorsement Letter	2.1 (Provincial Operations Office Level Endorsement Letter to LBP for Signature of SWADO/PL 2.1 Facilitate Logistic of Letter Going back to Municipal Level	None	5 minutes 1 day	SWADO / Provincial Link Admin Aide POO
	(Letter Received at Municipal Level) 2.2 Inform (via SMS/Call) Requesting Party for Releasing of Endorsement Letter	None	5 minutes	
3. Releasing of Endorsement Letter 3.1 Received Endorsement Letter for Landbank then Proceed to LBP		None		
TOTAL		None	2 days 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails
How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB,	CCB: 0908-881-6565 (SMS)

PCC, ARTA	PCC: 8888 ARTA: complaints@arta.gov.ph
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31. SLP Referral Management Process

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged, who are listed in the Listahanan database or victims of natural calamities/disaster and armed conflict or are otherwise qualified after the administration of HAF, SLP Means Test, and LAF.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up SLP Profile Form – for Walk-in Clients Referrals/endorsement letter from OBSUs, NGAs, NGOs, CSOs, and other institutions		SLP Helpdesk, RPMO / Provincial Operation Office (POO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLP NPMO – Walk-in clients	1.1 Explain and request the client to sign or place their thumb mark on the Data Privacy Act (DPA) of 2012	None	3 Minutes	Grievance - Referral Focal / PDO II
	1.2 Require the client to register in the Walk-In Client's Logbook	None	2 Minutes	Client and Grievance - Referral Focal / PDO II
	1.3 Brief Orientation on SLP Processes	None	5 minutes	Grievance - Referral Focal / PDO II

	1.4 Fill-out of the SLP Profile Form	None	5 minutes	<i>Client</i>
	1.5 Request the client to fill up the Customer Feedback Form	None	3 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.6 Issuance of SLP Walk-in Client Slip to walk-in client, Certify that client appeared at the SLP NPMO.	None	2 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.7 Data encoding of client's profile in the SLP GRMS (Grievance and Referral Management System)	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.8 Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3days	<i>Grievance - Referral Focal / PDO II</i>
2. Referred clients from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1 Validate lacking information of the client/s as necessary	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.2 Classify the referred clients request	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>

3. Client's inquiries and livelihood applications through Email, social media, phone calls and text messages	3.1 Validate lacking information of the client/s as necessary	None	5 minutes	Grievance - Referral Focal / PDO II
	3.2 Classification of the request	None	5 minutes	Grievance - Referral Focal / PDO II
	3.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	Grievance - Referral Focal / PDO II
TOTAL		None	9 days, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients answer the Customer Feedback Form (CFF) and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> • Every Friday, all CFF will be validated and recorded by the Grievance - Referral Focal; • Feedbacks requiring actions will be discussed to the concerned Grievance - Referral Focal / PDO II and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the Grievance - Referral Focal / PDO II through landline 227-1964 or email at livelihood11@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions:

	<p>Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</p> <ul style="list-style-type: none"> • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph</p>

List of Offices

Office	Address	Contact Information
Policy Development and Planning Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 436 / 1146 planning.fo11@dswd.gov.ph
National Household Targeting Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 448 / 1149
Standards Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 437 Email: standards.fo11@dswd.gov.ph
Protective Services Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Chief, Protective Services Division 227-1964 loc. 1125
Crisis Intervention Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 loc. 426
Recovery and Reintegration Program for Trafficked Persons (RRPTP)	Community Based Services Section DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 1124
Minors Travelling Abroad (MTA)	Community Based Services Section DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 1124
Supplementary Feeding Program (SFP)	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Program Head 227-1964 local 452 / 1128
Social Pension Program	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Program Head 227-1964 local 1122
Regional Rehabilitation Center for the Youth (RRCY)	Bago Oshiro Davao City	Center Head 293-0306
Home for the Aged	Visayan Village Tagum City	Center Head (084) 400-3268
Home for Girls and	Barangay Maa Davao City	Center Head 244-0576

Women		
Cash Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 404
Disaster Response and Management Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Chief, Disaster Response and Management Division 227-1964 local 446 / 1139

DSWD FIELD OFFICE I2

External Services

1. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Division	
Classification :	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Hospital bill		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records
2. Hospital bill (With name and Signature)		Billing clerk of the hospital
3. Barangay Certificate Of Residency		From the Barangay where the client is presently residing
4. Any valid Government Issued I.D		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
5. Social Case Study Report		Licensed Social Worker from any government/ non-government welfare agencies.
Medical Assistance for Medicine/ Assistive Device		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records
2. Prescription complete with name, license number, and signature of the Physician		Attending Physician from a hospital/clinic or from Medical Records
3. Barangay certificate/ certificate of Residency		From the Barangay where the client is presently residing.

4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies.
5. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, PhilHealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Medical Assistance for Laboratory Requests	
6. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
7. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
8. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
9. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
Burial Assistance for Funeral Bill	
10. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
11. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
12. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
13. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
14. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
15. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
Burial Assistance for Transfer of Cadaver	
16. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
17. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
18. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
19. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
20. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
21. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)
Educational Assistance	

1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
2. Validated School ID/ Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
3. Statement of Account for college students	Registrar, Authorized staff from the school

For Food Assistance	
1. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)
2. Project proposal and Food distribution List(CRCF client)	Head of the Residential
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
For Cash Assistance for Other Support Services	
1. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
2. Depending on the circumstances: Police Report/Fire incident report from the Bureau of Fire Passport/Travel Document, certification from OWWA Certification from Caseworker from rescued clients Blotter and social worker's certification for the victims of online sexual exploitation of children	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.

Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue number	1.1 Issuance of Queue of Number 1.2 Encoding of the client's information in online Spreadsheet	None	3 minutes	CIU Administrative Staff
2. Screening of documents, Interview, Assessment and recommendation	2.2 CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply	None	25 minutes	CIU Social Worker
3. Review and Approval of	3.1 Checking of the OIC of the completion	None	10 minutes	CIU-officer in Charge

the Officer in charge of the Social Workers' recommendation of assistance needed.	and assessment and recommendation of the worker			
4. Release of Assistance a. Cash outright (Php 10,000.00 Below) b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)		None	a. 10 Minute s b. 5 Minute s	a. <i>Special disbursing officer, CIU</i> b. <i>CIU Admin Staff</i>
Guarantee Letter Transactions within 3 to 5 Working days				
Process	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
1. Queue number	<ul style="list-style-type: none"> • Issuance of Queue of Number • Encoding of the client's information in online Spreadsheet 	None	3 minutes	<i>CIU Administrative Staff</i>
2. Screening of documents, Interview, Assessment and recommendation	<ul style="list-style-type: none"> • CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply 	None	30 minutes	<i>CIU Administrative Staff</i> <i>CIU</i>

3. Review and Approval of the Designated Approving officers	<ul style="list-style-type: none"> Checking the completion of documents as well as the assessment and recommendation of the worker 	None	Within the 3 working days (Depending on the availability of the approving officers)	<i>Regional Director, Assistant Regional Director for Operations and Protective Service Division chief</i>
a. Protective Service Division chief (Php 10,001 – Php50,000)				
b. Assistant Regional Director for Operations (Php 50,001- Php75,000.00)				
c. Regional Director (Php 75,001- Php 150,000)				
Release of guarantee letter		None	5 Minutes	<i>CIU social workers</i>
TOTAL		None	3 days, 1 hour and 31 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office sends a memo/email to DSWD-PMB.
How feedback are processed	DSWD-PMB sends reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed by sending a letter or email to PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	SMS will receive the complaint and will be forwarded to PMB if the concern is :
Contact Information of CCB, PCC, ARTA	On Programs and Services- CID will be the one replying to the complaint

2. Releasing of Financial Assistance to Individuals/ Families in Crisis Situation thru Disbursing Officer

- This covers the releasing of cash Assistance to Individuals/Families in Crisis Situation (AICS) amounting to PHP10,000.00 and below thru the Disbursing Officer at the DSWD Field Office.

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Office or Division:	Finance and Management Service – Cash Division Community Based Services Section- Disbursing Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels and conflict-affected and vulnerable individuals families and communities; 8. Killed-in-Action/Wounded-in-Action (KIA/WIA) 9. Psychosocial Care Support to PLHIV and their families 10. Solo Parents, Heads of Family in Difficult Circumstances 11. Practical Support to asylum seekers, refugees and stateless persons, VAWC, enforced disappearances 12. Practical support to individuals and their families affected by Cancer and mental health related risks and vulnerabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID of the client presented during the assessment (1 original)		Person needing financial assistance		
Crisis Intervention Unit- (CIU-) approved Certificate of Eligibility cum Acknowledgement Receipt (1 original, 1 photocopy)		DSWD Women and Family Social Worker		
Complete supporting documents depending on the type of assistance assessed by CIU social worker (all originals/certified true copies)		Person needing financial assistance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes: <ul style="list-style-type: none"> - Evaluation of Documentary Requirements and Processing of Assistance are done directly at the Crisis Intervention Unit (CIU) under a separate Citizen's Charter. - Does not include queuing time. - Evaluation period may vary depending on the client's concern and document/s. 				
1. Proceed to FMS Cash Division or CBSS Windows 3 and 4. * Make sure to ready 1 original valid ID presented during the Assessment.	Accompany the client and endorse client's documents and 1 original valid ID to FMS Cash Division's	None	5 minutes	<i>Administrative Staff</i> CIU

3. DSWD Disaster Data Request Processing

Division	Disaster Response Management Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen G2G- Government to Government
Who may avail	Students, researcher, non-government organization, other government agencies
Checklist Requirement	Where to secure
A. Individual- Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request. - 1 valid proof identification B. Government- written request letter and signed by the head of the agency or its duly authorized representative specifying thereon the description of the information being requested and the reason and the purpose for which the information will be used; in case of representative of the head agency, proof of authority is required.	N/A SSS, PAG-IBIG, LTO, School/ University, GSIS, DFA Government Agency concerned
For request made through e-mail: A. For individual- scanned copy of the request letter together with the valid identification card B. For Government- scanned copy of the request letter and signed by the head of the agency using the official website of the government agency concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request letter with complete details and information. In case of individual, 1 valid identification card is required	1. Receive the document with date and time and record it in the logbook.	None	15 minutes	DRMD Admin Staff
	1.1 Review and assess the request letter	None	15 minutes	DRIM Technical Staff/ DROMIC Technical Staff
	1.2 If the Division cannot provide the data being requested, a reply letter must be forwarded informing the	None	1 day	DRIM Technical Staff/ DROMIC Technical Staff

	client that the division does not have the data being requested.			
	1.3 If the data requested are readily available, generate data and send a reply letter providing the client with data being requested.	None	2 days	DRIM Technical Staff/ DROMIC Staff
	1.4 If more time is needed to process the request, undertake necessary action to generate data, send a reply letter providing the client with data being requested.	None	5 days	DRIM Technical Staff/ DROMIC Staff
	1.5 In case of individual and the data being requested is protected by Data Privacy Act, a reply letter must be send explaining thereon the reason for the denial of the request.	None	1 day	DRIM Technical Staff/ DROMIC Staff
	1.6 In case the requesting party is government agency and the data being requested is protected by Data Privacy Act, a reply letter must be sent informing the client the need to sign Non-disclosure Agreement.	None	1 days	DRIM Technical Staff/ DROMIC Staff
	1.7 Prepare Non-Disclosure Agreement and Review by the DRMD Chief specifying thereon the terms and condition of the	None	3 days	DRIM Staff and DRMD Chief Regional Director
		None		

	parties and the purpose for which the information will be used. 1.8 The requesting party and the Regional Director will be signing the agreed Non-Disclosure Agreement		1 day	
Total			14 days and 30 minutes	

3. SLP Referral Management Process Citizen's Charter

Office or Division:		Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail:		All qualified program participants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supporting Documents as necessary: Filled-up SLP Referral and Grievance Form.			SLP RPMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in clients	1.1 Brief Orientation on SLP Processes and address queries	Not Applicable	5 minutes	SLP RPMO designated staff
	1.2 Fill-out Request Form		5 minutes	Client
	1.3 Classification of the request		3 minutes	SLP RPMO designated

			<i>staff</i>
	1.4 Data encoding of client's profile		5 minutes <i>SLP RPMO designated staff</i>
	1.5 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form		1 working day <i>SLP RPMO designated staff</i>
	1.6 Provision with the result of the name-matching (Pantawid)		3 working days <i>Pantawid RPMO</i>
	1.7 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan		1 working day <i>SLP RPMO designated staff</i>
	1.8 Provision with the result of the name-matching (Listahanan)		5 working days <i>NHTU designated staff</i>
	1.9 Confirmation from NHTU for undertaking HAF		1 working day <i>NHTU designated staff</i>
	1.10 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test		1 working day <i>SLP RPMO designated staff</i>
	1.11 Administration of SLP Means Test including provision with the result to SLP RPMO		5 working days <i>Assigned IPDO II</i>
	1.12 Confirmation with the result to the referral		1 working day <i>SLP RPMO designated staff</i>
	1.13 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned		3 working days <i>SLP RPMO designated staff and PC</i>
	1.14 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral		2 working days <i>Assigned IPDO II</i>

	1.15 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.		7 months	IPDO, PC, SLP RPMO
	1.16 recommendation/referral to other stakeholders for referral who did not passed the administered tools.		5 working days	IPDO
2. Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1 Classification of the request	Not Applicable	3 minutes	SLP RPMO designated staff
	2.2 Validating of lacking information of the client/s as necessary		5 minutes	SLP RPMO designated staff
	2.3 Data encoding of client's profile		5 minutes	SLP RPMO designated staff
	2.4 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form		1 working day	SLP RPMO designated staff
	2.5 Provision with the result of the name-matching (Pantawid)		3 working days	Pantawid RPMO
	2.6 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan		1 working day	SLP RPMO designated staff
	2.7 Provision with the result of the name-matching (Listahanan)		5 working days	NHTU designated staff
	2.8 Confirmation from NHTU for undertaking HAF		1 working day	NHTU designated staff
	2.9 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test		1 working day	SLP RPMO designated staff
	2.10 Administration of SLP Means Test including provision with the result to SLP RPMO		5 working days	Assigned IPDO II

	2.11 Confirmation with the result to the referral		1 working day	SLP RPMO designated staff
	2.12 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned		3 working days	SLP RPMO designated staff and PC
	2.13 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral		2 working days	Assigned IPDO II
	2.14 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.		7 months	IPDO, PC, SLP RPMO
	2.15 recommendation/referral to other stakeholders for referral who did not passed the administered tools.		5 working days	IPDO
3. Inquiries and Applications through Email, Social media, phone calls and sms	3.1 Fill-out Request Form		5 minutes	SLP RPMO designated staff
	3.2 Classification of the request		3 minutes	SLP RPMO designated staff
	3.3 Validate and gather lacking information of the client/s as necessary		5 minutes	SLP RPMO designated staff
	3.4 Data encoding of client's profile		5 minutes	SLP RPMO designated staff
	3.5 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form		1 working day	SLP RPMO designated staff
	3.6 Provision with the result of the name-matching (Pantawid)		3 working days	Pantawid RPMO

	3.7 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan	1 working day	SLP RPMO designated staff
	3.8 Provision with the result of the name-matching (Listahanan)	5 working days	NHTU designated staff
	3.9 Confirmation from NHTU for undertaking HAF	1 working day	NHTU designated staff
	3.10 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test	1 working day	SLP RPMO designated staff

	3.11 Administration of SLP Means Test including provision with the result to SLP RPMO	5 working days	Assigned IPDO II
	3.12 Confirmation with the result to the referral	1 working day	SLP RPMO designated staff
	3.13 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned	3 working days	SLP RPMO designated staff and PC
	3.14 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral	2 working days	Assigned IPDO II
	3.15 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.	7 months	IPDO, PC, SLP RPMO

	3.16 recommendation/referral to other stakeholders for referral who did not passed the administered tools.		5 working days	<i>IPDO</i>
TOTAL Note: Including conducting of SLP stages from Social Preparation to funding			7 months,2 8 days and 18 Minutes	

4. SLP Grievance Management Process Citizen's Charter

Office or Division:		Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)		
Classification:		Highly Technical (requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.		
Type of Transaction:		G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supporting Documents as necessary: 1. SLP Referral and Grievance Form 2. Complaint letter			SLP RPMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients	1.1 Initial interview of the complainant	None	10 minutes	SLP RPMO designated staff
	1.2 Fill-out of Grievance Form		15 minutes	SLP RPMO designated staff
	1.3 Data encoding of client's profile		5 minutes	SLP RPMO designated staff
	1.4 Validating information to concerned PC and IPDO as necessary		20 minutes	SLP RPMO designated staff
	1.5 Classification of complaint		20 minutes	SLP RPMO designated staff

	1.6 Verify with concerned PC, PDO, and other institutions and provide updates/feedback including action taken.		3 Working days	SLP RPMO designated staff, PC and PDO assigned
2. Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	2.1 Classification of complaint	Not Applicable	20 minutes	SLP RPMO designated staff
	2.2 Validate and gather of lacking information of the client/s as necessary		20 minutes	SLP RPMO designated staff
	2.3 Verify with concerned PC, PDO, and other institutions and provide updates/feedback including action taken.		3 working days	SLP RPMO designated staff, PC and PDO assigned
3. Grievances received through Email, social media, phone calls and sms	3.1 Validate and gather lacking information of the client/s as necessary	Not Applicable	20 minutes	SLP RPMO designated staff
	3.2 Classification of the request		20 minutes	SLP RPMO designated staff
	3.3 Verify with concerned PC, PDO, and other institutions and provide updates/feedback including action taken.		3 working days	SLP RPMO designated staff, PC and PDO assigned
TOTAL		None	3 Days, 1 Hour and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> • Every Friday, all CSF Forms will be validated and recorded by the GRMU Unit Head; • Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at livelihood12@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service; • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback
Contact Information of SLP – NPMO	SLP – RPMO Landline: (083) 228-3181 Email: livelihood12@dswd.gov.ph

Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

5. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

Office or Division:	Field Offices and Central Office -Program Management Bureau-Adoption Resource and Referral Division (PMB-ARRD)	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen	
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned and Foundling children:		
1. Letter of Recommendation to the DSWD Secretary	DSWD-Regional Director	
2. Petition	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
3. Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
4. Written Certification from radio/TV station	Radio or TV station	
5. One (1) newspaper publication	Newspaper publication	
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)	
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
8. Birth/Foundling Certificate	Philippine Statistics Authority (PSA)	
Child's Profile	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child	

	Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For surrendered Cases:	
1. Letter of Recommendation to the DSWD Secretary	DSWD-Regional Director
2. Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
6. Photograph of the child upon	Licensed Social Worker handling the case in the DSWD-Residential

relinquishment/admission to agency	Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office			
For Neglected/Abuse Children				
1. Letter of Recommendation to the Secretary	DSWD-Regional Director			
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed			
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA).</p> <ol style="list-style-type: none"> 1. Copy of the ID used by the child's birth parents/relatives 2. Death Certificate of Birth Parent/s (if deceased) 3. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 4. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 5. Copy of marriage certificate or Certificate of No Marriage (if necessary) 6. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 7. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) 8. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) 9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) <p>-Please note that for Field Office level, the documentary requirements received by the FO should be completed already for cases of children under the care of DSWD Residential Care Facilities (separate process is indicated in AO 12 Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification).</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				

DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition and supporting documents to Field Office	For Abandoned/neglected/Foundling Children <ol style="list-style-type: none"> 1. The Adoption Resource and Referral Unit (ARRU) shall review and examines the petition if sufficient in form and substance 2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. <u>The Head of Local Social Welfare Office will issue a Certificate of Posting.</u> 3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation 4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office. 	No fees	3 working days	FO-ARRU social worker
			5 days posting	Local Social Welfare Office
			5 working days	Regional Director
			2 working days	Field Office –Records Section
	For Surrendered Children <ol style="list-style-type: none"> 1. The ARRU shall review the Petition together with the supporting documents 2. The Regional Director shall render recommendation on the Petition 3. The Regional Director shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation 		3 working days	FO-ARRU social worker
			2 working days	Regional Director
			2 working days	Field Office –Records Section
	For Neglected/Abuse Cases <ol style="list-style-type: none"> 1. The ARRU shall review 			FO-ARRU social

	<p>the Petition together with the supporting documents</p> <p>2. The Regional Director shall render recommendation on the Petition</p> <p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>		<p>3 working days</p> <p>2 working days</p> <p>2 working days</p>	<p>worker</p> <p>Regional Director</p> <p>Field Office –Records Section</p>
Central Office				
DSWD concerned Field Offices endorse the Petition and supporting documents to DSWD-PMB	<p>A. Program Management Bureau -PMB</p> <p>1. PMB technical staff reviews the dossier for issuance of CDCLAA.</p> <p>2. Prepare Executive Summary and Endorsement to the Secretary.</p> <p>3. Admin staff printed the CDCLAA (ensure that the data such as the name of the child, child's date of birth, control no., etc. is consistent in all documents)</p> <p>4. Admin. staff endorse the documents (Executive Summary, endorsement to the Secretary and printed CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review.</p> <p>5. OIC Division Chief reviews the documents.</p> <p>6. Admin staff receives, tract the documents to</p>	No fees	<p>4 working days</p>	<p>-PMB-ARRD Social Worker</p> <p>-OIC Division</p>

	<p>Document Transaction Management System (DTMS) and endorse to the Admin staff of Assistant Bureau Director (ABD).</p> <p>7. Admin staff of ABD receives, tract and endorse the documents to ABD for review.</p> <p>8. ABD reviews the documents.</p> <p>9. ABD Admin staff tract and endorse the documents to the Admin staff of Bureau Director.</p> <p>10. Bureau Director (BD) Admin staff receives, tract and endorse to the BD for review.</p> <p>11. PMB Director renders decision and recommendation.</p> <p>12. Admin. staff track and endorse the documents to the Office of Undersecretary.</p> <p>B. Undersecretary level</p> <p>13. For approval of the Undersecretary for Operations Group and for endorsement to the Secretary</p>			Chief
			1 day	Assistant Bureau Director

	<p>C. Secretary level</p> <p>14. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>15. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if petition is meritorious.</p>		<p>2 working Days</p>	<p>-PMB Director</p> <p>-DSWD-Undersecretary</p> <p>OSEC – Technical staff</p> <p>DSWD-Secretary</p>
<p>-Per Guidelines of Anti-Red Tape Authority, it should be at least 3 signatories (including the initials). However, the existing practice, there are 5 signatories for the issuance of CDCLAA (1 signatory-Secretary and 4 initials which includes the OIC-Division Chief, Assistant Bureau Director, Bureau Director and Undersecretary). <u>Hence, we are recommending that only Bureau Director, Undersecretary and Secretary- (4 working days for the PMB, 1 working day for Undersecretary and 2 working days for the Office of the Secretary) in order to reduce the process and comply with the guidelines of ARTA of 3 signatories.</u></p>				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>-Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p> <p>-DSWD-Field Office send memo/email to DSWD-PMB.</p>
How feedbacks are processed	<p>-FO send reply to the concerned citizen/agencies.</p> <p>-DSWD-PMB send reply letter/memo to the concerned Field Office.</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned FO PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<p>-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and</p>

	discuss the concern. -Internal investigation shall be conducted within the Field Office/Bureau, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.
.	Tel. No. - 951-74-38 Email address: adoption@dswd.gov.ph

6. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division	Policy and Plans Division (PPD)
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	<i>Administrative staff</i>
2. Submit the required document	2. Receive the required documents and give it to PPD Chief or OIC or Officer of the day to distribute to concerned Sector focal/available Technical Staff.	None	1 Minute	<i>Administrative Staff</i>
	2.1. Review and assess the research request if the request shall require secondary data or		15 Minutes	<i>PPD Technical Staff</i>
	shall undergo the research protocol using the <i>Checklist for Reviewing Research Request (Annex A)</i>		1 Day	<i>PPD Technical Staff</i>

2.2. Provide the needed data /information if the data are available within the PPD.

- For single data
- For multiple data

2.3. If not the request shall be endorsed to concerned FO units, centers/institutions using prescribed *endorsement (Annex B)*. However, if the data/statistics are not available, the researcher shall be informed for other sources of requested data.

	2.4. Request the researcher to fill up the <i>Researcher's Feedback Form (Annex J)</i>			
3. Fill up the <i>Researcher's Feedback Form (Annex J)</i> .	3. Collect the accomplished form.	None	5 Minutes	<i>PPD Technical Staff</i>
4. Coordinate with the concerned office where the request was endorsed	4. The concerned division/section/unit shall provide the requested data. • For single data • For multiple data	None	1 Day 2 Days	<i>Concerned Division/section/ unit Technical Staff</i>
TOTAL		None	6 Days and 38 Minutes	

7. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government

Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request Research Request Form (Annex C) Research Brief (Annex D) and Research Instruments 		Provided by the requesting party PPD PPD Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	<i>Administrative staff</i>
2. Submit the required documents 2.1. Fill up the <i>Research Request form (Annex C)</i> and <i>Research Brief (Annex D)</i>	2. Receive the required documents and give it to PPD Chief or OIC or Officer of the day to distribute to concerned Sector focal/available Technical Staff. 2.1. Review and	None	1 Minute 15 Minutes	<i>Administrative staff</i> PPD Technical Staff

	<p>assess the research request if the request shall require secondary data or shall undergo the research protocol using the <i>Checklist for Reviewing Research Request (Annex A)</i></p> <p>2.2. Assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p> <p>2.3.2. Request the researcher to fill up the <i>Researcher's Feed back Form (Annex J)</i></p>		15 Minutes	PPD Technical Staff
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	3.5.3 For requests that were not recommended for approval, the research proponents may seek advice from the PPD.			
4. Coordinate with the concerned office where the research request was endorsed	3. Assist the researcher in matters related to conduct of data-gathering activities	None	1 Day	<i>Concerned FO unit, centers/ institutions Staff</i>
TOTAL		None	9 Days and 34 Minutes	

8. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	DSWD Field Office XII Policy and Plans Division/Standards Section
Classification:	Complex
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G)
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> DSWD Field Office XII - Standards Section (SS) Purok Bumana-ag, Barangay Zone III, Koronadal City https://www.dswd.gov.ph/downloadsforms-downloads-public solicitation forms/ DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	1. Securities Exchange Commission Extension Office Atty. Katrina Jamilla Ponco-Estares Officer-in-Charge Securities and Exchange Commission 2 nd Floor, SDC Bldg., Purok 13, Maa. Davao City
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> Securities Exchange Commission Extension Office Atty. Katrina Jamilla Ponco-Estares Officer-in-Charge Securities and Exchange Commission 2nd Floor, SDC Bldg., Purok 13, Maa. Davao City
4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public solicitation forms/ DSWD-SB- PS-F-002: Project Proposal

<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p>*Not applicable to Government Agencies</p> <p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p> <p>7. One (1) Original Copy of 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:</p> <p>7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others</p>	<p><input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public solicitation forms/ DSWD-SB- PS-F-003: Profile of Governing Board</p> <p><input type="checkbox"/> with intended beneficiary/recipients</p> <p><input type="checkbox"/> with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<p><input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public solicitation forms/ DSWD-SB- PS-F-007: Fund Utilization Report</p>
<p>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<p><input type="checkbox"/> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>

2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<input type="checkbox"/> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<input type="checkbox"/> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	<input type="checkbox"/> Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website or from the DSWD Field Office XII	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office XII, Koronadal City
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office XII, Koronadal City

3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	Focal Person Standards Section - DSWD Field Office XII, Koronadal City
4. Wait for the result of the assessment	<p>4.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person Standards Section - DSWD Field Office XII, Koronadal City

5. Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>5.1 Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed.</i></p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office XII, Koronadal City
6. Issuance of Permit	<p>6.1 Notify the Applicant/ Organization on the availability of the Certificate</p> <p>6.2 Issues the Certificate of Authority to Conduct Regional Fund Raising Campaign or the Denial Letter</p>	None	1 day	Focal Person Standards Section - DSWD Field Office XII, Koronadal City
	6.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL				

For Complete and Compliant:	₱500.00	7 working days	
If Disapproved:	₱500.00	5 working days	
For Incomplete Submission	None	30 minutes	

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

9. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	Standards Section - Policy and Plans Division		
Classification:	Complex		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All eligible person/ individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes with in one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form for Authority to Conduct Fund Campaign signed by the Agency Head or his/ her authorized representative. (DSWD-SB- PS-F-001: Application Form)		<ul style="list-style-type: none">Standards Section- Policy and Plans Division, DSWD Field Office XIIDSWD Website: www.dswd.gov.ph	
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-Laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies		<ul style="list-style-type: none">Security and Exchange Commission (SEC)	
3. One (1) Photocopy of Updated Certificate of Good Standing or updated Certificate of Corporate Filing/ Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of Registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.		<ul style="list-style-type: none">Security and Exchange Commission (SEC)	

<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken. (DSWD-SB- PS-F-002: Project Proposal)</p>	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. (DSWD-SB- PS-F-003: Profile of Governing Board) *Not applicable to Government Agencies.</p>	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<ul style="list-style-type: none"> With intended beneficiary/recipients
<p>7. One (1) Original Copy of 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:</p> <p>7.1. Director of Private Schools</p> <p>7.2. Schools Superintendent of Public School</p> <p>7.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>7.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>7.5. Bishop/Parish Priest/Minister or Head of Sector Denomination</p> <p>7.6. Others</p>	<ul style="list-style-type: none"> With the agency that allows applicant to undertake solicitation activities in their jurisdiction

8. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper (DSWD-SB- PS-F-007: Fund Utilization Report) *if applying for renewal of permit/authority	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph
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B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication

1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> DSWD Licensed or Accredited Special Welfare and Development Agency (SWDA)
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority	<ul style="list-style-type: none"> Applicant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes

1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 Minutes	Support Staff - Standards Section – DSWD Field Office
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submit/file application	If Complete and			

documents	<p>Compliant:</p> <p>3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant:</p> <p>3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	Focal Person/ - Standards Section - DSWD Field Office
4. Wait for the result of the assessment	<p>4.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person - Standards Section - DSWD Field Office
5. Wait for the result of the assessment	If applicant is compliant to requirements:	None	3 days	Focal Person - Standards

	<p>5.1 Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed</i></p>			Section/Section Head/Division Chief/Regional Director - DSWD Field Office
6. Issuance of Permit	6.1 Notify the Applicant Organization on the availability of the Certificate	None	7 hours	Focal Person - Standards Section - DSWD Field Office

	6.2 Issues the Certificate of Accreditation or the Denial Letter 6.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL:		₱500.00	6 days 7 hours, 30 minutes	

10. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Standards Section- Policy and Plans Division, DSWD Field Office XII		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph (DSWD DFE Form 1) 	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		<ul style="list-style-type: none"> Philippine Consular Office (i.e. embassy or consulate) of the country of origin 	
3. Notarized Deed of Acceptance		<ul style="list-style-type: none"> Notary public 	

4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		<ul style="list-style-type: none">Issued by the DSWD to the licensed and/or accredited SWDA		
5. Bill of Lading or Airway Bill		<ul style="list-style-type: none">Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee		
6. Packing List		<ul style="list-style-type: none">Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee		
7. Plan of Distribution		<ul style="list-style-type: none">DSWD Website: www.dswd.gov.ph (DSWD DFE Form 2)		
Optional Requirements				
1. Certification from Food and Drug Administration (FDA), in case of medicines		<ul style="list-style-type: none">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.		<ul style="list-style-type: none">DSWD Website: www.dswd.gov.ph (DSWD DFE Form 3)		
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines		<ul style="list-style-type: none">Appropriate government agencies		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The representative of the SWDA files the application form, together with the supporting documents and other requirements at DSWD-Field Office XII where the intended distribution of goods shall take place.	1.1 Receives the application and provides technical assistance, if necessary.	None	*30 minutes	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
2. The applicant shall pay the required processing fee at the Cash	2.1 Issues an official receipt.	Php1,000.00	*10 minutes	Cashier (Cash Section) – DSWD Field Office XII

Section; provides a copy to the Standards Section				
3. Awaits results of the assessment.	3.1 Reviews and assesses the submitted requirements. If complete , to determine the necessity of conducting a validation visit. If incomplete , to return all submitted documents to the applicant.	None	3 working days	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
4. Validation Visit	4.1 Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
5. Awaits endorsement to DSWD Central Office for Approval	5.1 Secures endorsement of the application by the DSWD Regional Director	None	1 working day	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
	5.2 Approval of Endorsement of the application to the Standards Bureau at the Central Office			Section Head/ Division Chief/ Regional Director (Standards Section) – DSWD Field Office XII
	5.3 If deficient, to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
6. Awaits endorsement to DSWD Central Office for Approval	6.1 Send the endorsement to DSWD Central Office.	None	1 working day (Depends on the Courier)	Support Staff (Standards Section) DSWD Field Office XII
TOTAL:		₱1,000.00	Seven (7) Working Days	

11. Accreditation of Social Workers Managing Court Cases (SWMCCs)

This pertains to the process of accreditation of Social Workers for them to manage Court Cases.

Office or Division:	Standards Section – Policy and Plans Division	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Government G2C – Government to Citizen	
Who may avail:	Social Workers and Supervisors who are direct practitioners from DSWD Field Offices, residential and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. New Applicants:		
A.1. For Social Workers		
1. Two (2) copies of application form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> Applicant may proceed to the Field Office XII- Standards Section or access the form through: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf 	
2. Two (2) copies of valid Professional Regulations Commission Registration ID card	<ul style="list-style-type: none"> Professional Regulations Commission 	
3. Two (2) copies of Certificate of Attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institution <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	<ul style="list-style-type: none"> Training provider 	
4. Summary documentation of Four (4) cases managed (Annex B)	<ul style="list-style-type: none"> Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf 	
5. Letter of Recommendation attesting to the competence of the Social Worker	Any of the Following:	

	<ul style="list-style-type: none"> • Supervisor of the Applicant • Philippine Association of Social Workers, Inc. (PASWI) • If Court Social Worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
6. The following cases handled must be made available during onsite assessment: <ul style="list-style-type: none"> • Case Study Report • Progress/ Running Notes • Case Summaries • Case Conference proceedings/ notes 	<ul style="list-style-type: none"> • To be secured by the applicant
A.2. For Supervisors	
1. First three (3) requirements stated under new applicants for Social Workers	<ul style="list-style-type: none"> • Refer to above sources
2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance	<ul style="list-style-type: none"> • To be secured by applicant
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case Study reports • Progress/ running notes • Case summaries • Case conference proceedings/ notes 	<ul style="list-style-type: none"> • To be secured by applicant
B. Renewal:	
B.1. For Social Workers:	
1. Certificate of attendance to relevant trainings attended or refresher courses of at least 24 hours	<ul style="list-style-type: none"> • From DSWD or recognized training institutions
2. Summary of documentation (Annex B) of cases managed for the last six months	<ul style="list-style-type: none"> • Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf
3. Recommendation from the Supervisor attesting to the competence of the Social Worker in Managing Court Cases	<ul style="list-style-type: none"> • To be secured by applicant
4. The following documents on cases handles must be made available during on-site assessment: <ul style="list-style-type: none"> • Case Study Reports • Progress/ running notes; and 	<ul style="list-style-type: none"> • To be secured by applicant

<ul style="list-style-type: none">Other relevant documentations pertaining to the cases				
B.2. For Supervisors				
1. First three (3) requirements stated under new applicants for Social Workers		<ul style="list-style-type: none">Refer to the above sources		
2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance		<ul style="list-style-type: none">To be secured by applicant		
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">Case Study reportsProgress/ running notesCase summariesCase conference proceedings/ notes		<ul style="list-style-type: none">To be secured by applicant		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall file application (Annex A) to DSWD Field Office XII	1.1 Review the completeness and accuracy of the submitted requirements/ documents If found complete, documents shall be forwarded to assigned Technical Staff	None	1 day	Support Staff – Standards Section
	1.2 Conduct of Pre-Assessment by verifying the submitted documents and the original copies of the document	None	1 day	Technical Staff Assigned
2. Endorsement of the Candidate's Application	2.1 If requirements	None	5 to 7 days	Technical Staff Standards Section

Form and requirements to the DSWD Central Office- Standards Bureau	are complete, one copy of the application and requirements shall be forwarded to DSWD Central Office -Standards Bureau for further assessment. Second copy of the application and requirements shall remain at the Field Office for file and reference.			head/ Division Chief Regional Director
3. Receipt of Confirmation Report from DSWD Central Office- Standards Bureau	<p>3.1 Receive approved confirmation report indicating results of on-site assessment conducted by DSWD Central Office- Standards Bureau Technical Staff</p> <p><i>*If the applicant falls below the standards, the said applicant shall be given appropriate technical assistance on the areas</i></p>	None	1 day	Technical Staff – Standards Section

	<i>needing improvement. A re-assessment shall be conducted after six months</i>			
4. Receipt of Accreditation Certificate of Qualified Applicant	4.1 Notify qualified applicant on the availability of the Certificate of Accreditation	None	1 day	Support Staff – Standards Section
	4.2 Issuance of Certificate of Accreditation	None	1 day	
TOTAL		None	12 days	

12. Accreditation of CSOs to Implement DSWD Projects and/or Programs Using DSWD Funds

This pertains to the processes of accreditation of Civil Service Organizations (CSOs) to implement projects and programs using the funds of DSWD.

Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Civil Society Organization (CSO) DSWD-Organized Group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For DSWD Organized Beneficiary:			
<ol style="list-style-type: none">1. Certified true copy of the Certificate of Eligibility (CoE) issued by the SLP-RPMO2. Endorsement of SLPAs with CoE signed by the RPC (to include the project/s approved, address of the SLPA, and the		<ul style="list-style-type: none">• Requesting party may proceed to DSWD Field Office (SLP-RPC)	

budget approved for the project)				
2. For Other CSO Applicants				
2.1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none">Requesting party may proceed to Standards Section-DSWD Field Office XII, Koronadal City)		
2.2. Proof of existence or presence of the CSO in its stated address and area of operation or organization: <ul style="list-style-type: none">Pictures of the Office and direction sketch; andat least one of the following documents:<ul style="list-style-type: none">Barangay CertificationCertification or endorsement from at least two publicly known individuals in the community other documents showing proof of existence		<ul style="list-style-type: none">To be secured by the applicant		
2.3. Proof of Organization, namely: <ul style="list-style-type: none">organizational chart or governance structure; anddate of organization, list of officers and members with complete named, date of birth (if known or registered), complete address, and contact numbers, if available		<ul style="list-style-type: none">To be secured by the applicant		
2.4. Certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating liquidation in accordance with COA regulations, all fund transfers due for liquidation		<ul style="list-style-type: none">To be secured by the applicant		
2.5. Proof of having undergone Social Preparation by the designated Project Officer of the DSWD Program where the CSO is seeking fund		<ul style="list-style-type: none">To be secured by the applicant		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD-Organized Beneficiary				
1. All DSWD-Organized beneficiary CSO applicants under SLP shall be issued	1.1 A certified true copy of the COE with the endorsement of SLPAs will be endorsed to SS by the SLP RPC after thorough review.	None	1 day	SLP RPC

a signed Certificate of Eligibility (COE) by the SLP-RPMO	1.2The SS shall review the endorsed documents. If the applicant has met all the requirements, the SS will sign the Endorsement of SLPAs with CoE, which was initially signed by the RPC. This will be the basis for the issuance of the Certificate of Accreditation (CoA)	None	2 days	SS Focal Person
	If the requirements are found to be incomplete, the application requirements shall be returned to SLP-RPMO for compliance by submitting the needed document/s.		2 days	SS Focal/SLP Focal
	1.3 If the Beneficiary CSO Applicant has met all requirements, the SS shall prepare the CoA immediately after the review of the requirements. This will be endorsed, along with the signed Endorsement of SLPAs with CoE, to the Office of the Field Office (FO) Director. The Field Office Director or his/her Officer-in-Charge shall issue the CoA as Beneficiary CSO.		2 days	SS Focal Office of the RD
	1.3.1. The SS shall officially inform the CSO Applicant, through SLP-RPMO, of the final action or decision of the FO Director.		1 hour	SS Focal

	<p>1.3.2 The signed CoA shall be forwarded by SS to SLP-RPMO for the latter's onward submission to the Cash Unit for the preparation of checks of SLPAs.</p> <p>1.3.3. After the preparation of checks, the signed CoA maybe awarded to the CSO by the SS in a fitting ceremony or the accredited CSO can also opt to pick-up the signed CoA or have it sent through courier.</p>		<p>1 hour</p> <p>4 hour</p>	<p>SS Focal SLP Focal</p> <p>DSWD Cashier SS Focal SLP Focal</p>
TOTAL:		None	6 days and 6 hours	
2. Non-DSWD Organized Beneficiary				
1. CSO Applicant shall file duly notarized Application	1.1 Receipt of the Application Form and other supporting documents	None	1 hour	FOAC Secretariat
	<p>1.2 Desk Review of the documentary requirements to ensure its authenticity and determine completeness in form and substance</p> <p><i>*If found incomplete, CSO applicant shall be immediately informed of the deficiency in its documents and be provided with technical assistance</i></p>	None	1 to 2 days	FOAC Secretariat

	<p><i>as needed.</i></p> <p><i>*If irregularity, falsehood, fabrication, or forgery is noted or found in the documents, the CSO Applicants shall be required to explain the same not later than three (3) working days from the receipt of notice issued by the Regional Director. Failure to provide satisfactory explanation shall be sufficient ground for the immediate denial of the application, without prejudice to subsequent administrative actions, including blacklisting or filing of complaint to proper authorities</i></p>			
2. Posting of Notice and Validation	<p>Notice of the application shall be posted in a publicly conspicuous place within the DSWD FO Compound, FO website, DSWD Website for a period of five (5) consecutive days, with invitation to interested parties to submit sworn reports of any derogatory record involving CSO Applicant or any of its officers.</p> <p><i>*If a Derogatory Report is received, CSO Applicant shall be notified within three (3) working days from receipt</i></p>	None	5-7 days	FOAC Secretariat

	<i>thereof and require for an explanation or comment within five (5) working days from notice. The Derogatory Report and CSO Applicants written explanation shall form part of the application documents.</i>			
	Conduct of validation and ocular inspection to verify the existence and/or operation of the Beneficiary CSO Applicant and validate the information in the application documents.	None	1 day	Identified Personnel / Staff from Standards Section
4. Assessment and examination of complete documents and validation report	Prepare an Abstract Report containing the findings and assessment as basis for FOAC deliberation		3 days	FOAC Secretariat

5. Evaluation and deliberation	<p>Deliberation of the CSO Application and supporting documents</p> <p><i>*FOAC may hold hearings, and/ or require the CSO Applicant to submit additional clarifications, information, and/ or documents as may deem necessary.</i></p> <p><i>*FOAC shall, by at least majority vote recommend to the Regional Director the grant or denial of the application, or blacklisting of the CSO.</i></p>		5 days	FOAC
6. Final Action	<p>Issuance of Certificate of Accreditation as CSO Beneficiary.</p> <p><i>*Should the applicant failed to satisfy the requirements or was found fraudulent, the Regional Director shall deny the application indicating the grounds for denial.</i></p>		10 minutes	FOAC Secretariat
TOTAL:		None	17 days, 1 hour, 10 minutes	

13. Registration of Social Welfare and Development Agencies (SWDA)

Office or Division:	Policy and Planning Division- Standards Section
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen

Who may avail:		Social Welfare and Development Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		DSWD FO XII/ Website		
2. Updated copy of SEC Certificate of Registration and latest Articles of Inc. and by-laws indicating that the organization's primary purpose is w/in the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock, non-profit organization to operate in the Phil.		SEC		
3. Any of the ff.: 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3.2. Brochure 3.3. Duly signed Work and Financial Plan for at least 2 years signed by the Head of the agency		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Field Office	Provides client application form and checklist of requirements	None	30 minutes	Standards Section Admin staff/Technical staff
2. Submit/file application and supporting documents	1. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complete with b) If application and documentary requirements are complete, the Admin staff/Technical staff prepares/issues a billing statement	None	30-45 minutes	Standards Section Admin. Staff/Technical staff

	and instructs applicant to proceed to the Financial Management Service			
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Accountant approves the Billing Statement and Cashier receives the payment and issues Official Receipt	Php1,000-	30 minutes	Accountant/Cashier
Submits the filled-up Application Form, requirements and photocopy of the Official Receipt at the Record Section	Records Section encodes and/or forwards documents to Standards Section	None	30 minutes	Records Section
	Records Section forwards the filled-up application form with complete documents to Standards Section for action	None	30 minutes	Records Section Standards Section
	SS Head initially reviews the application	None	30 minutes	Standards Section Head
	Technical Staff reviews the submitted requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Registration Certificate	None	2 working days	Technical Staff
	Review and approval of the confirmation			

	Report; Preparation and endorsement for approval of the Registration Certificate	None	2 working days	Standards Section Head/Division Chief
	Approval and signing of Registration Certificate	None	1 working day	Regional Director
	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up or courier)	None	1 working day	Admin Staff

14. Issuance of Inter-Country Adoption Clearance

Inter-Country Adoption (ICA) Clearance is a document issued by DSWD indicating that all opportunities of finding a suitable Filipino or qualified Prospective Adoptive Parents (PAPs) in the Philippines have been exhausted, hence, the child is now recommended for ICA, so that they could be adopted in other countries thru the Inter-Country Adoption Board (ICAB).

Office or Division:	Adoption Resource and Referral Division (ARRD)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices (FOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Child's Dossier			
1. Endorsement		DSWD FOs	
2. Child Study Report		DSWD FOs, CCAs, CPAs	
3. Birth Certificate/Foundling Certificate (2 SECPA copies original)		Philippine Statistics Authority (PSA)	
4. Deed of Voluntary Commitment (DVC), if any.		DSWD FOs or Central Office (CO)	
5. Two (2) original copies of the CDCLAA (numbered)		DSWD FOs or CO	

6. Health and Medical Profile	DSWD FOs, CCAs, CPAs
7. Psychological Evaluation Report	DSWD FOs, CCAs, CPAs
8. Recent Photograph	DSWD FOs, CCAs, CPAs
9. Child's Profile	DSWD FOs, CCAs, CPAs
10. Regional Clearance for Inter- country Adoption	DSWD FOs
11. Consent for Adoption (if 10 years old and above)	DSWD FOs, CCAs, CPAs
12. Other documents, as necessary.	
<i>Prospective Adoptive Parent's (PAPs) Dossier</i>	
1. Home Study Report (HSR)	DSWD FOs, CCAs, CPAs, LGUs
2. Birth Certificate of Applicants and Children	Philippine Statistics Authority
3. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation documents	Philippine Statistics Authority Philippine Courts
4. Death Certificate, if necessary	Philippine Statistics Authority
5. Consent for Adoption (if 10 years old and above)	DSWD FOs, CCAs, CPAs, LGUs
6. Photograph of the Child upon Relinquishment/ Admission to Agency	Licensed Social Worker handling the case in the DSWD Residential Care Facilities,

	Child Caring/ Placing Agencies or Municipal Social Welfare Office
7. Certificate of Attendance to Adoption Forum	DSWD FOs, CCAs, CPAs, LGUs
8. Physical & Medical Evaluation Certification	DSWD FOs, CCAs, CPAs, LGUs
9. Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers)	DSWD FOs, CCAs, CPAs, LGUs
10. NBI or Police clearance (at least one (1) year before the preparation of HSR)	National Bureau of Investigation Police Station
11. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
12. 3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months).	Applicant
13. Three (3) letters of character references who have known the applicants for at least 3 years	Character Reference
14. Affidavit of Temporary Custody	Applicant
15. Other document such as: <ul style="list-style-type: none"> • Copy of the ID used by the child's birth parents/relatives • Death Certificate of Birth Parent/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) • DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition • Copy of marriage certificate or Certificate of No Marriage (if necessary) • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth 	

<p>mother and maternal grandmother)</p> <ul style="list-style-type: none"> • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • 9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) <p>For relative adoption:</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned and neglected children • Notarized Oath and Undertaking by the guardian/ relative • Family Genogram with Birth Certificate/s <p>For cases of Children with Finalized Domestic Adoption</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents submitted with the following: <ol style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality/ Entry of Judgment c. New Birth Certificate d. Photograph of the Child with the Adoptive Parents 	
<p>16. In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;</p> <ul style="list-style-type: none"> - HSR prepared by an accredited Foreign Adoption Agencies (FAA) -Certification that the said FAA is accredited 	<p>Foreign Adoption Agencies (FAAs)</p> <p>Inter-Country Adoption Board (ICAB)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
DSWD residential care facilities/ child caring/ placing agencies/ Local Social Welfare Office endorses the Dossier and supporting documents to Field Office for Regional Matching.	1.1 Upon receipt of the child and PAPs' dossiers by the Field Office, the ARRS social workers who act as Secretariat to the matching conference shall review case/home study reports and other documentary requirements and make assessment and recommendation on the case	None	Within two (2) days upon receipt of the child and PAPs dossier	<i>Initials of the Division Chief, PSU, Head, ARRS Head, ARDO, Regional Director</i>
	1.2 Inform the concerned residential care facility/ CCA/ CPA/ LGU on the comments through an official letter or memorandum in case of discrepancies/ inconsistencies of information in the Child/Home Study Report or any of the requirements.		within three (3) days from the receipt of the dossier	
	1.3 Submission of the requested/required documents by the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department.			
	1.4 In case the required			

	documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the agency/facility to the Regional Director.			
	1.5 Recommend the presentation of a children to the matching committee to exhaust regional placement			
	1.6 Dossiers of children and PAPs not matched at the regional level after second presentation shall be endorsed to the Central Office within three (3) days from the date of the matching conference for review and as recommended for interregional matching.		within three (3) days	
	1.7 Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 11, to the Central Office if not matched during the first presentation.			
	1.8 Prepare roster of children and PAPs available for regional matching conference, if the	No Fees	five (5) days before the matching conference	

	<p>Child/Home Study Report and documentary requirements are sufficient in form and in substance five (5) days before the matching conference.</p>			
	<p>1.9 Inform and invite the managing social worker through an official letter or memorandum to the Head of Agency/ Office, a day after the child/ PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p>	No Fees	<p>A day after the child/ PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference.</p>	
	<p>1.10 Inform and invite the members of RCWSG to the matching conference at least three (3) days before the matching conference. If the principal RCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference.</p> <p>Ensure a quorum of the RCWSG members (three members out of five), together with an ARRS staff as the secretariat, to proceed with the matching conference.</p>		<p>At least three (3) days before the matching conference</p>	

	1.11 Provide the RCWSG members advance copies of dossiers of children/PAPs for their review at least three (3) working days before the Matching schedule.		At least three (3) working days before the matching schedule	
	1.12 Conduct the regional matching conference at least twice a month, but not exceeding four times a month.		at least twice a month, but not exceeding four times a month	
	1.13 The FO shall provide the Central Office through electronic mail the result of the regional matching conference two (2) days after the said regional conference, including the names of the children and PAPs that were matched for monitoring purposes.		two (2) days after the said regional conference	
	1.14 Facilitate the signing of Certificate of Matching for children matched by the RCWSG members immediately after the matching conference and endorse the same to the Regional Director or his/her duly authorized representative for his/her approval. The result of the matching shall only be final upon approval of the Regional Director.	No Fees	one (1) day after the matching conference	<i>Regional Director (1)</i>

	1.15 For cases of children not matched, a Regional Clearance for interregional matching together with the child's dossier shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional Director.			
	1.16 All relative inter- country adoption cases shall not be presented in the regional matching conference and shall be issued with Regional Clearance based on a favorable assessment and recommendation by the social worker managing the case.			
	1.17 Facilitate the approval of the PAPA by the Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPs and endorse to DSWD residential facilities/CCA/CPA s/LGUs concerned.		within the day	<i>Regional Director (1)</i>

	<p>1.18 If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the RCWSG, the secretariat shall inform the managing social worker of the PAPs or child to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall be based on the evaluation of the Regional Director or his/her duly Authorized representative.</p>		<p>within two (2) days</p>	
	<p>1.19 Facilitate the issuance of Certificate of Consent to Adoption approved/signed by the FO Regional Director. The Final Post-Placement Supervisory Report shall be attached to the said document, which will be submitted to the court for the finalization of the adoption.</p>			<p><i>Regional Director</i></p>

	<p>1.20 There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the Department.</p>			
	<p>1.21 Coordinate closely with the PAP/s social worker who monitors the movement of the case until such time that the Adoption Decree and Certificate of Finality are issued from the court. Once the Adoption Decree, Certificate of Finality and new Birth Certificate of the child are secured, the Central Office and the child's social worker shall be furnished a copy of the said Documents to consider the case closed.</p>			

Processing for Domestic Adoption (Inter-regional matching of Child to PAP) Central Office Level	<p>5.1 Upon receipt of the child and PAP's dossiers, the PMB- ARRD staff shall</p> <p>5.2 Review the Child Study Report and other documentary requirements and prepare the roster/profile of child/ren for matching within the day.</p> <p>5.3 Review the Home Study Report and other documentary requirements of recommended PAPs and conduct prioritization for the National Child Welfare Specialist Group's (NCWSG) consideration and assessment.</p> <p>5.4 Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum within three (3) days from the receipt of the dossier, in case of discrepancies/ inconsistencies of information in the Child/Home Study Report or any of the requirements.</p>	No Fees	2-3 days	<p><i>Initials of the OIC-Division Chief, PMB Bureau Director, Wilma D. Naviamos (3)</i></p> <p><i>Initials of the OIC-Division Chief, PMB Bureau Director, Wilma D. Naviamos (3)</i></p>
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	<p>5.5 Submission of the requested/required documents by the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department. In case the required documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the FO.</p>			
	<p>5.6 Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 11, to ICAB if not matched during the first presentation.</p>		<p>1 day</p> <p>a day after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference</p> <p>at least three (3)</p>	<p><i>Bureau Director</i></p>

			<p>days before the matching conference</p> <p>at least three (3) working days</p>	
	<p>5.7 Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 11, to ICAB if not matched during the first presentation.</p>			
	<p>5.8 Inform and invite the managing social worker through an official letter or memorandum to the Head of Agency/Office, a day after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/in the matching conference.</p>			

	<p>5.9 Inform/invite the members of NCWSG to the matching conference at least three (3) days before the matching conference. If the principal NCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference.</p> <p>Ensure a quorum of the NCWSG members (three members out of five), together with a CPD staff as the secretariat, to proceed with the matching conference.</p>			
	<p>5.10 Provide the NCWSG members advance copies of dossiers of children/PAPs for their review at least three (3) working days before the matching schedule.</p>			
	<p>5.11 Conduct interregional matching conference at least twice a month,</p>		at least once a month	
	<p>5.12 Inform and invite the managing social worker through an official letter or memorandum to the Head of Agency/Office, a day after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p>			

	5.13 Children not matched during the first presentation for interregional matching shall immediately be issued with ICA Clearance except for children below three (3) years old.		right after the matching conference	
	5.14 Facilitate the approval of the PAPA by the PMB Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPs and endorse to DSWD residential facilities/CCA/CPAs/LGUs concerned.		within the day from the receipt of the Acceptance Letter from the PAPs	<i>Dir. Wilma D. Naviamos</i>
	5.15 If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the secretariat shall inform the managing social worker of the PAPs or child to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall be based on the evaluation of the PMB Bureau Director or his/her duly authorized representative.		within two (2) days	<i>Dir. Wilma D. Naviamos</i>

	5.16 Facilitate the issuance of written Certificate of Consent to Adoption approved by the Bureau Director for Protective and Operations and Programs. The Final-Post Placement Supervisory Report shall be attached to the said documents, which be submitted to the court for the finalization of the adoption.			
	5.17 Coordinate closely with the FO on the movement of the case until such time the Certification to the Adoption Decree, Certificate of Finality and Amended Birth Certificate are issued.			
	5.18 The issuance of intercountry adoption clearance for children shall be based on the interregional clearance issued by the Central Office. The ARRD social worker shall facilitate the issuance of Intercountry Adoption Clearance within two (2) days for cases of children that are not matched in the interregional matching conference.			
	5.19 The dossier will be endorsed to the Administrative Aide (AA) for validation, printing of ICA clearance and tracking, and the AA endorsed the dossier with ICA clearance to the OIC-Division Chief. Otherwise, the Technical Staff (TS) prepares memorandum to the FO indicating the comments and recommendations on the case and endorses it to the AA for tracking	2 to 3 days		

	<p>5.20 The OIC-DC reviews the case summary/memorandum prepared by the Technical Staff (TS). If approved, the OIC-DC affixes her signature/initials in the documents and returns to AA for tracking. The TS will revise the documents based on comments/inputs and returns it to AA for tracking.</p> <p>5.21 The OIC-DC reviews the revised documents. If approved, the AA tracks it in the DTS and forward it to the AA of Assistant Bureau Director (ABD) for approval</p> <p>5.22 The Assistant Bureau Director (ABD) reviews the documents. If approved, the ABD affixes her signature/initials in the documents and returns to AA for tracking.</p> <p>5.23 If disapproved, the AA returns the documents to the TS for revision/finalization and returns it to AA for tracking.</p>		1 day	
	<p>2.19 The Bureau Director (BD) reviews the documents.</p> <p>If approved, the BD affixes her signature in the documents and returns it to the AA for tracking.</p>		1-2 days	<i>Dir. Wilma D. Naviamos</i>

	5.24 If disapproved, returns it to the Division & the AA tracks it and endorses back to the TS for revision/finalization.			
	2.20 For approved ICA clearance, the AA indicates the date of issuance of ICA clearance scans the documents and photocopy the endorsement letter and ICA clearance. 5.25			
	5.262.21 The AA coordinates with Intercountry Adoption Board (ICAB) and requests for pick-up of documents.			
	5.272.22 The AA updates date signed and received by ICAB/status in the databank. The memorandum to the FOs is endorsed to the Records Section for mailing. Email to ACCAP/FO/referring agency the approved ICA clearance			
	5.28Facilitate the issuance of Intercountry Adoption Clearance signed by the Bureau Director in cases where is no available local PAPs at the time of scheduled matching.		1 day	<i>Initials of the OIC-Division Chief, ABD, Dir. Wilma D. Naviamos</i>
	5.29All relative intercountry adoption cases shall not be presented in the interregional matching conference and shall be issued with Intercountry Adoption Clearance by the Department's Central Office based on a favorable assessment and recommendation by the Field Office			

	5.30 Endorse immediately to ICAB, the original copy of the child's dossier, along with the original copy of the Intercountry Adoption Clearance, as signed/approved By the Bureau Director of PMB.		1 day	<i>Dir.</i> <i>Wil</i> <i>ma D.</i> <i>Naviarnos</i>
	5.31 Coordinate with ICAB on the status of cases endorsed/cleared for intercountry adoption on a quarterly basis.			
TOTAL		None	2 months	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office send memorandum/email to DSWD Program Management Bureau (PMB)
How feedback are processed	DSW PMB send reply letter/ memo to the concerned Field Office
How to file a complaint	Complaints can be filed through sending a letter or email to PMB DSWD. The concerned person and the circumstances of the grievances should be reflected in the information
How complaints are processed	The concerned office will conduct a case conference/ meeting to discuss the issue/concern. If necessary, set a meeting with the complainant itself and discuss the concerns in detail
Contact Information of CCB, PCC, ARTA	Through Tel No. 951-74-38 Email address: adoption@dswd.gov.ph

15. Community Empowerment Activity Cycle

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

Office or Division:	KC – NCDDP
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Eligible Local Government Units (Municipalities)
CHECKLIST OF REQUIREMENTS	
Municipal Memorandum of Agreement on NCDDP.	Municipal Local Government Unit
Municipal Resolution expressing official acceptance of the implementation of the NCDDP.	Municipal Local Government Unit
Executive Order creating or reactivating	Municipal Local Government Unit

the MIAC and MCT				
Special Order installing the ACT and MCT as special projects unit within the MLGU.		Municipal Local Government Unit		
Special Order designating an LGU staff as the NCDDP focal person.		Municipal Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation Stage				
Participate in the Municipal Orientation	Conducts the Municipal Orientation Prepare enrollment documents (Municipal MOA, resolution, EO, SO)	None	1 day	<i>Regional Program Management Office</i>
Provide information requested during the Social Investigation	2.1 Conducts the Social Investigation	None	20 days	<i>Regional Program Management Office</i>
Participate in the 1st barangay assembly (community consultation)	Orient community members on the program design, implementation process and arrangement. Facilitate criteria-based and task-informed identification and selection of volunteers for the Participatory Situation Analysis (PSA) Facilitate formation of the Barangay Grievance Committee	None	15 days	<i>Regional Program Management Office</i>
Participate in the Participatory Situation Analysis (PSA)	Conduct planning and meeting with the MLGU to ensure participation Conduct the municipal meeting Conduct the barangay PSA workshop Present PSA results to the barangay assembly Facilitate approval of the PSA results, criteria for selecting the barangay representation team (BRT) and the project preparation team (PPT)	None	40 – 45 days	<i>Area Coordinating Team</i>

	Conduct meeting with the BRT and PRT to prepare them for the Criteria Setting Workshop and Project Development Workshop (PDW)			
Community Planning and Project Proposal Development Stage				
Participate in the criteria-setting workshop	<p>Facilitate discussion among community volunteers of local and broad municipal-level poverty conditions and their causes, informed by community discussions of local poverty conditions and potential solutions, based on the PSA activities</p> <p>Facilitate agreement on a list of critical poverty issues that need to be addressed at the community level, based on the results of the PSA problem analysis and informed by existing development plans and available local resources.</p> <p>Facilitate consensus on the broad development vision and/or key directions that will guide development investment.</p> <p>Facilitate agreement on (i) a set of development criteria for selecting the most appropriate and responsive development interventions to address identified poverty issues in the MIBF for prioritization, and; (ii) the process, procedures, and rules of decorum on the conduct of the MIBF</p>	None	5 days	<i>Area Coordinating Team</i>

Participate in the 3rd barangay assembly	Provide feedback on the discussion and agreements from the CSW Facilitate agreement on the final community subproject to be proposed for support under the NCDDP	None	15 days	Area Coordinating Team
Participate in the project proposal development	7.1 Facilitate preparation of detailed proposals for priority subprojects to address identified priority problems and needs, for barangay assembly approval and submission to RPMO.	None	15 – 40 days	Area Coordinating Team
Participate in the Municipal Inter Agency Committee (MIAC) Review	Facilitate review by MIAC members of final subproject proposals, designs and cost estimates, and other RFR documents, for endorsement to the MIBF for prioritization.	None	3 days	Area Coordinating Team
Participate in the 4th Barangay Assembly	Facilitate approval and endorsement by the BA of the Project Proposal to the MIBF for participatory resource allocation.	None	15 days	Area Coordinating Team
Participate in the Participatory Resource Allocation at the municipal level (MIBF)	Facilitate prioritization of subprojects for support by the NCDDP, identification of municipal local counterpart project, and programming of interventions proposed to be supported by the NCDDP and other NGAs, to address problems and raised during the PSA (LGU-NGA matrix of PPAs), for succeeding cycles.	None	5 days	Area Coordinating Team
Community-managed Implementation and Organization Formation and Development (Stage 3)				
Participate in meetings called	Prepare the community for	None	5 days	Area Coordinating Team

regarding sub-project implementation	subproject implementation.			
Complete community sub-projects on time and within specified quality and cost.	Monitor completion of the sub-project implementation and provide technical assistance	None	120 – 180 days	<i>Area Coordinating Team</i>
Participate in activities of the community organization for operation and maintenance	Establish community associations for Operations and Maintenance, and Sustainability of completed sub-projects. Undertake Sustainability Evaluation Test (SET) for completed sub-projects	None	40 – 60 days	<i>Area Coordinating Team</i>
Community Monitoring (Stage 4)				
Participate in accountability reporting	Inform the community members on the status of the sub-project and for public disclosure of all aspects of the implementation including synthesis from GRS and actions taken. Review and assessment of commitments made and delivered by the MLGU and other stakeholders.	None	2 days	<i>Area Coordinating Team</i>
Prepare action plan to resolve the adverse findings during the functionality audit and sustainability evaluation testing.	Assess functionality and utilization of completed sub-project, and quality of community sustainability activities including organizational effectiveness, financial management, physical-technical conditions, and benefits of sub-projects.	None	3 days	<i>Area Coordinating Team</i>
TOTAL		None	18 Months	

		and 18 Days	
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* Note that client refers to community partner beneficiaries

16. ISSUANCE OF TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD

TRAVEL CLEARANCE is a permit issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parents, or guardian.

Office or Division:	DSWD Field Office/ Protective Service Division		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Traveling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished application form		DSWD Field Offices or to download form at www.dswd.gov.ph	
2. LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor		Philippines Statistics Authority (PSA)	
4. Photocopy of PSA issued Marriage Contract of minor's parents./ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or religious leader.		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious	
5. Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign		Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)	
6. (2) original colored passport size photos of the minor (in Red or Blue Background)		Applicant	
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.)Certified True copy of the Death Certificate (for deceased parent/s) on SECPA		Applicant	
8. Unaccompanied Minor Certificate from the Airlines		Airline Company where ticket is obtained	
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		Applicant	

For Succeeding Travel of Unaccompanied minor or Traveling ALONE

1. Duly accomplished application form	DSWD Field Offices or to download form at www.dswd.gov.ph
2. . Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)
3. Original Copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
5. Waiver from the parents releasing DSWD	Applicant

from any liability/responsibility in case of untoward incident during the travel of the child	
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Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian

1. . Duly accomplished application form	DSWD Field Offices or to download form at www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippines Statistics Authority (PSA)
3. . Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for Illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID; Family Court

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
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For Minors who will attend Conference, Stud Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:

1. Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the sponsoring agency/ Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization

Minors going abroad for Medical Purposes

1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor

Minors going abroad for Inter-Country Adoption

1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

Minors under Foster Care

1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the	DSWD Regional Director

Regional Director or Authorized Representative	
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant

Minors under Legal Guardianship

1. Certified True Copy of the Court Order on Legal Guardianship	Court
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For Minors whose parents are Seafarers

1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	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	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant
Within the Day Transaction	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number		5 minutes	Officer of the Day
2. Screening of Documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply		5 minutes	MTA Social Workers
3. Interview/ Assessment	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority		10 minutes	MTA Social Workers
4. Review and	4.1 Approves/		5 minutes	DSWD Regional

Approval of the Application	Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing)		5 minutes	Director MTA Social Workers
	4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval 4.3 Notify the Nearby DSWD Field Offices 4.3.a If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director		10 minutes	MTA Social Workers
5. Payment of: Php 300.00 for 1 year validity Php 600.00 for 2 years validity	Receives and Issues Official Receipt to the Applicant on the Payment Received	Php. 300.00 Php. 600.00	3 minutes	Cashier
6. Preparation of Travel Clearance	1.2 Encodes/ Types the details of the applicant to the Travel Clearance Certificate		10 minutes	MTA Administrative Assistant II
7. Approval of the Regional Director	7.1 Signs/ Approves the Application or Certificate of Exemption for Exempted applicants		5 minutes	DSWD Regional Director or the Authorized Approved Signatory
8. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 minutes	MTA Administrative Assistant II

* Fees Php 300.00 for one year and Php 600.00 for two years

*Travel clearance will be issued 1 to 3 working days upon submission of pertinent documents

*Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.

17. Admission Process in Center for the Handicapped

The Center for the Handicapped is a DSWD accredited vocational & social rehabilitation facility for Persons with Disabilities (PWD's) to enable them to acquire productive skills geared towards their self-sufficiency, socio-economic independence and eventually to become participating member of their community.

Office or Division	Center for the Handicapped – Center and Rehabilitation Care Facilities / Protective Service Division		
Classification	Simple		
Type of Transaction	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	Person with Disabilities categorized as Deaf, Blind, Down Syndrome, ADHD, Orthopedically Handicapped, Psychosocial Disorder and Multiple Disability ages 7 to 39.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Initial Social Case study		- Referring party (Local Social Welfare Office, Non-Government Organizations)	
2. Authenticated Birth Certificate		- Philippine Statistic Authority / National Statistic Office	
3. Barangay Certificate		- Barangay Hall / Barangay Secretary of Clients Respective Residency	
4. Barangay Idengency		- Barangay Hall / Barangay Secretary of Clients Respective Residency	
5. Medical Certificate		- Attending Physician	
6. Pictures (1pc 3R Recent Picture whole body, 2pcs of 1x1 and 2pcs of 2x2)		- Parents / Clients	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Modes of admission of the clients at the Center can be thru the following circumstances: <ul style="list-style-type: none"> • Walk-in • Outreach • Referrals 	1.1. Conduct intake interview to the client/parents/guardian/referring party. 1.2. Conduct brief orientation on the programs and services of the Center. 1.3. Room visitations of the Client to get acquainted by other PWD trainees and for him/her to become more	30 minutes to 1 hour	Center Social Worker / Case Manager
2. Inter-Unit referral	2.1. Simultaneously, the center social worker prepared Inter Unit-referral to the Medical Coordinator, Center Psychologist, and Manpower Development Officer	10 Minutes	Center Social Worker / Case Manager
3. Medical Check-ups / Vital Statistics	➤ Medical Coordinator - Upon receiving of inter Unit-referral by the medical Coordinator 3.1. The medical coordinator conduct interview pertaining to the medical history of the Client 3.2. Scan his/her medical certificate (to ensure every client applicant must be free from any contagious or	15 Minutes	Medical Coordinator

	communicable diseases.)		
	3.3. Get the vital statistic of the Client like height and weight.		
4. Initial Psychological Assessment	<p>➤ Center Psychologist</p> <p>4.1. The center's Psychologist shall conduct the initial Psychological Assessment of each client</p> <p>4.2. Administer the Vocational Career Guidance examination to all clients to be admitted at the center to determine client's initial Psychological Status and Vocational interest/s and preference/s, respectively.</p> <p>4.3. Likewise, Psychomotor Examination (written and oral) is conducted for applicant client/s in Vocational Rehabilitation Skills Training only, such as the Computer/Cellphone Repair and the Scientific Massage Skills.</p>	20 Minutes	Center Psychologist

5. Home Visitation	5.1. The social worker conducted Home visitation to the client's family's residence to verify information gathered during the intake interviews.	2 hours (excluding the time of travel)	Center Social Worker / Case Manager
6. Preparation of requirements	6.1. The social worker prepared the list of document requirements for the client's family to comply those requirements.	2 Weeks	Clients Family
7. Review of the submitted document requirements	7.1. The social worker as case manager to review the submitted document requirements. If it is complete or not. If not, the social worker to call the attention of the parents to comply this lacking documents and generally it takes 2 to 3 days to comply the lacking documents.	5 Minutes	Center Social Worker / Case Manager
8. Pre-admission Conference	8.1. The handling social worker prepare and inform the Rehabilitation team members for the schedule of mandatory Pre-admission conference. Remind each member of Rehab Team to prepare and present their initial reports	10 Minutes	Center Social Worker / Case Manager
		20 Minutes	Center Social Worker / Case Manager

	<p>during the conference meeting.</p> <p>8.2. Facilitate the conduct of Pre-admission conference. Prepare attendance sheets and agenda for the meeting.</p> <p>8.3. Prepare minutes of meeting.</p>	3 hours	
9. Exploratory Exposure	<p>➤ Manpower Development officer</p> <p>9.1. The MDO will endorse the client to the respective instructors (vocational courses where he/she fit in)</p>	10 minutes	Manpower Development Officer (MDO)
	<p>9.2. Concerned Instructor received the endorsement letter of the MDO for the client to undergo exploratory exposure for the course where he/she fit in.</p>	2 Weeks to 1 month	MDO1/Instructors
10. Final Admission Conference	<p>10.1. This will be attended by the regular Rehabilitation Team Members, the concerned client together with his/her parent or guardian, the referring Social Worker (their presence shall be required) who shall be involved and</p>	2 hours	Rehabilitation Team Members

	<p>well informed of the plan & the Center's policies & regulations.</p> <p>10.2. A brief orientation of the center's policies and regulations, programs and services are also provided for basic information and understanding especially on the part of the referring party. During this conference, the client together with the guardian and the referring party will know if the client is qualified to pursue the training or not.</p> <p>10.3. During this admission conference, the team members shall likewise assist in the Formulation of Individual Client's Treatment Plan or the so called Rehabilitation Plan Based on the client's capacity/potentials interest and willingness to be developed and rehabilitated.</p> <p>10.4. The Center Social Worker will also read the content of "Kasunduan"</p>		
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	<p>pertaining the rules and regulation of Center for the Handicapped while the client is undergoing the 10 months training, after that the client together with his parents/guardian, Center Head, Center Social Worker and concerned instructor will signed the “Kasunduan”.</p> <p>10.5. If the client is recommended for final admission / pursue his/her training, the handling social worker to facilitate the filling up of admission form duly signed by the Client, Center Social Worker, Center Head, Client, Guardian and the concerned Instructor.</p> <p>10.6. If the Client is found out during the final rehabilitation conference of being not qualified to undergo/pursue the training. He will be referred/facilitate by the center social worker for appropriate intervention.</p>		
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12.Training Proper	<p>12.1. An inter unit referral shall likewise, be accomplished by the Social Worker, addressed to the Head of the Vocational and Social Rehabilitation Skills/VSRS services for the formal admission of Concerned client to undergo proper training</p> <p>12.2. The client will be fully admitted at Center for the Handicapped to finish the 10 months training with his/her corresponding courses.</p> <ul style="list-style-type: none"> ➤ Deaf – Functional Literacy Course ➤ Psychosocial Disorder – Social Preparatory Course ➤ Blind – Basic Massage Therapy 	10 months	Client with close monitoring of Instructor and Social Worker
13. Monitoring	<p>13.1. In carrying out the Rehabilitation Plan for each client, the Center Social Worker together Center's Psychologist shall conduct the regular monitoring of its implementation to achieve the set goals. A monitoring tool matrix shall be accomplished for the purpose.</p> <p>13.2. Whenever deemed necessary, the social worker shall</p>	Within the 10 month training period.	Social worker and Center Psychologist

	provide Counseling to clients in an individual or group aimed at assisting clients clarifies problems and identifies appropriate solutions.		
	<p>13.3. While the client is undergoing the training, specific Team Members are regularly monitoring the Progressive Developmental Learning Performance of each client to ensure that appropriate activities are being carried out to achieve the set objectives geared towards the realization of client/s individual Rehabilitation plan. The Monitoring Tool Matrix is to be accomplished as the guide for this.</p> <p>13.4. Any Development or change in the Rehabilitation Plan shall be incorporated in the case record done thru a Progress Report for each</p>		

	<p>client. Such is being updated by concerned instructors in proper coordination with the social worker to keep track of their development towards meeting their Rehabilitation goal & the enhancement of their social functioning</p>		
14.Special Rehabilitation Team Meeting	<p>14.1. Together with the rehabilitation team members special rehabilitation team Meeting is also conducted if there is an unexpected problem arise within the client's training, this is to ensure to immediately formulate a plan to resolve the client's problem that can disturb his/her training.</p> <p>14.2. Special RTMs are conducted in between those schedules, which shall only be attended by selected concerned Team</p>	2 hours	Rehabilitation Team Members

	<p>Members who are directly responsible in the resolution of some immediate issues/concerns affecting the client's training and social functioning.</p> <p>Note: Especial RTM is Applicable depending on the severity of the issues/concern of the client)</p>		
15.Mandatory Rehabilitation Team Meeting	<p>15.1. Mandatory Rehabilitation Team Meeting shall be conducted respectively, on the Pre-Placement and possible Placement of the concerned clients upon the request recommendation of the Head of VSRS to discuss the possible On-the-job training outside the center.</p> <p>➤ The Job Placement Officer (JPO) shall be required or needed to attend the said meeting, together with the client and the RTM regular members: Social Worker, Psychologist, and Head of the VSRS and the Center Head Incase client/s, after the six months.</p>	1 hour	Rehabilitation team Members

16.OJT / Learning Performance	<p>16.1. Job placement officer together with the social worker and the clients guardian will endorsed the client physically to the massage clinic identified by the JPO with the approval of Center Head.</p> <p>16.2. There will be a meeting between the JPO, Social Worker, Client, Guardian and the manager of the massage Clinic and secure a copy of agreement that duly signed by the both parties including the Client and Guardian.</p>	1 day	Job Placement Officer and Social Worker
17. On the-Job-Training (OJT) Proper	17.1. The client to undergo proper OJT with the target of at least 20 patrons. The JPO and the Social worker conducted monitoring to the clients performance.	2 months	Job Placement Officer and Social Worker
18. Pre-Discharge Conference (Applicable for vocational courses only)	<p>18.1. The center social worker together with Job placement officer facilitated the conduct of pre discharge conference. In this meeting, the Job placement officer presented the result of the OJT (for those undertook vocational courses like Basic Massage therapy).</p> <p>Note: If the client did not meet the target requirements he/she maybe undergo refresher course. If the clients with good performance and met the target requirement of OJT then he/she is candidate for graduation. Therefore, proceed to the</p>	2 hours	Rehabilitation Team Member

	clearance.		
19. Refresher Course (For vocational only)	19.1. The social worker prepared inter unit referral based on the recommendation made by the rehabilitation team members during the Pre-Discharged conference.	2 months	Social Worker/
19. Clearance Completion	19.1. Simultaneously, after the conduct of the 4 th Periodical Rating which is the last Rating period, each client shall secure Clearance from the Social Adjustment Services, Vocational & Social Rehabilitation Services and Administrative Services, duly noted and signed by all concerned Rehabilitation Team Members and the Center Head. Such Clearance shall be presented in the next opening Training Year.	1 Day	Rehabilitation Team Members
20. Rehabilitation Discharged/Exit Conference	20.1. The Fourth and the Last Mandatory RTM for the Training Year- known as the Discharge Conference shall be conducted for all client/s, as called for by the Social Worker (as the Case Manager). Based on appropriate assessment, client/s case is terminated when client/s has finished/completed the particular	2 hours	Rehabilitation Team Member

	training undertaken for the given year and or the Rehabilitation Goals set was met.		
21. Job Placed/School Placed	21.1. For the Deaf undertook Functional Literacy. The JPO together with the social worker assist the clients and the guardian for the enrollment of the Deaf graduated from the level 6. For the case of Blind trainees of Basic Massage Therapy, They will endorsed to the identified massage clinics (usually where they undergo OJT)	2 days	JPO and Social Worker
22. After Care	22.1. Conduct periodic monitoring/follow-up of clients on placement (On-the-Job Training, Job/School placed) and after care services in coordination with the Center Social Worker.	Periodic	JPO/MDO/Social Worker

OFFICE ADDRESS:

AGENCY NAME	ADRESS	CONTACT DETAILS
CENTER FOR THE HANDICAPPED	SAN ISIDRO STREET, RH-10, COTABATO CITY	(064)557-1756 centerforthehandicapped@gmail.com

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18. Donors' Certificate of Donation

Office or Division:	Financial Management Division, Accounting Unit				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizens				
Who may avail:	Donors of cash and in-kind donations				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Electronic copy of request form for Certificate of Donation (DSWD-FMS-AD No. 2)			1.1 Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of Accounting Division for the request form 1.3 Schedule of request: Monday – Friday, 9:00a.m – 5:00p.m.		
2. Electronic copy of the supporting documents: 2.1 Deed of Donation or any document showing proof of donations; 2.2 Official receipt for cash donations; or 2.3 Acknowledgement receipt and delivery receipt for donations			Requesting Party/Donor		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or Personally go to the office of Accounting Division for the request form		1.1 The Accounting Division shall issue the request form	None	1 minute	Donor Administrative Officer II – Accounting Division (RP)

2. Fill –up the printed Electronic copy of Request Form (DSWD-FMS-AD No.2)		None		Donor
3. Scan the filled-up form and email together with the supporting documents to accounting@dswd.gov.ph; jlmsabandal@dswd.gov.ph; jvbinas@dswd.gov.ph; and pcadorable@dswd.gov.ph; or Personally present the filled-up form together with the supporting documents to Accounting Division	3.1 The Staff Accounting shall receive and secure the completeness of the request form and required supporting documents	None		Donor
		None	2 minutes	Administrative Office – Accounting Division (RP)
4. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	4.1 The Accounting Staff shall record the details of donation and indicate the claim schedule to the certificate	None	Email: Within the Day Personal: 10 minutes Schedule : (seven (7) working days after receipt of request)	Administrative Office – Accounting Division (RP)
5. Present the claim stub on	5.1 The Accounting Staff shall	None	10 minutes	Administrative Office –

or after the schedule indicated and	verify/update to the monitoring excel file ready to release			Accounting Division (RP)
accept the requested document	and issue the Certificate to the requesting party			
6. Sign the Logbook for acknowledgement receipt	6.The Accounting Staff shall assist the requesting party to receive and sign the logbook	None	2 minutes	Administrative Office – Accounting Division (RP)
TOTAL			7days, 15mins	

19. Releasing of Payment Thru Checks / LDDAP-ADA to Creditors / Suppliers

Office or Division:	Financial Management Division – Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens	
Who may avail:	All creditors / suppliers and service providers with money claims	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Principal a. One (1) valid ID of the claimant/ payee (original)		Individual Claimant/ Payee
<ul style="list-style-type: none"> Representative For Individual Claims: <ol style="list-style-type: none"> Original Copy of Notarized Special Power of Attorney (SPA) Authorization Letter and valid ID of the payee (1 original and 1 photocopy) One (1) valid ID of Attorney-In-Fact (1 original and 1 photocopy) 		Individual Claimant /Payee
<ul style="list-style-type: none"> For Supplier/Service Provider Claims: a. Original Official Receipt b. Authority to collect from Head of Office or his/her authorized representative (original) c. Company ID of the person who signed the		a. Company/Supplier b. Head of Office of the Company being represented

Authority to Collect with signature appearing on the ID (1 photocopy) d. Company ID of the collector (1 original and 1 photocopy)		c. Company/Supplier d. Company/Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Before going to DSWD, the creditor / supplier may inquire/confirm payment thru phone	Assist client and provide details on the status of the inquiry	None	2 minutes	Designated disbursing/releasing officer FMD-Cash Section
2. Proceed to FMD Cash Section and present required documents	Receive the required documents and review the completeness and appropriateness	None	5 minutes	Designated disbursing/releasing officer FMD-Cash Section
3. Issue Official Receipt (OR), sign at the box E of the original /duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt of payment	Assist the client to sign I the Box E on the original/ duplicate copy of DV and Warrant Registry Book Provide and issue Certificate of Tax Withheld (BIR Form 3207)	None	5 minutes	Designated disbursing/releasing officer FMD-Cash Section
Total			12 minutes	

20. Issuance of Official Receipt to Payor/ Donor

This covers the issuance of official receipt to pay or/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance and Management Service – Cash Division
Classification:	Simple
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizen G2G – Government to Government
Who may avail:	- Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction, etc.)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Order of Payment (2 originals)		Accounting Division			
2. Cash/check (all originals)		Payor/ donor			
3. Billing Statement (1 original) Registration, Licensing or Accreditation		Standards Section			
4. Notice of Award (1 photocopy)		Bids and Awards Committee Secretariat			
5. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Proceed to Accounting Section and present required documents to secure Order of Payment.	1.1 Receive the required documents and review for Completeness and appropriateness 1.2 Prepare Order of Payment, if document/s is/are in order.	None	6 minutes	FMS-Accounting Division Staff	
2. Proceed to FMS Cash Division Window 1 and present Order of Payment and cash/check for the issuance of Official Receipt (OR)	2.1. Receive Order of Payment (OP) and cash/check from the payor/donor. 2.2 Issue OR to acknowledge receipt of collection.	(Please see table below)	6 minutes	Collecting Officer FMS-Cash Section	
TOTALS		(Please see table below)	12 Minutes		

PROCESSING FEE

1. Registration, Licensing or Accreditation Fee - PHP 1,000.00
2. Reproduction Fee - PHP 15.00 per page
3. Bid Document Fee - Please see table below

Approved Budget for Contract	Cost of Bid Documents
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a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75,000.00

21. Procurement of Goods and Services for Shopping and Small Value Procurement (SVP)

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	Purchase Request (PR) for Goods and Services			
Who may avail:	Implementing Units/End User's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR)				
Requisition and Issue Slip (RIS)				
Proposals				
Approved sample layout/design				
Distribution list				
Other documentary attachment necessary for the purpose				
Copy of the PPMP/SPMMP				
Soft Copy of the PR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook	1.1 End User record the details in the logbook	None	3-5 mins	End User
2. Screening of documents	2.1 Procurement	None	5-10 mins On	Procurement

	staff will check the submitted requirements, if the documentary attachment are not complete and duly signed it will be returned and ask to comply with the comments but if complete, the staff will forward to the procurement head for checking if in accordance with their PPMP		the first come first serve basis	Staff
3. Checking of PR if in accordance with the PPMP and APP	3.1 Procurement Head check the correctness of the PR and if the request are in accordance with the PPMP and APP. However, if not, will be returned to the end user and ask to comply the comment	None	10-30 mins depending on the kind of request and on the first come first serve basis	Procurement Head
4. Return the checked and signed PR for approval	4.1 Procurement Staff call the attention of the end user who submitted the PR to received the the same for approval of the RD.	None	5-10 mins	Procurement Staff
5. Approval of PR	5.1 Signed PR will be forwarded to RD's office for approval.	None	Depending on the end user's fast compliance	End User and RDs Office
6. Control of PR	6.1 Approved PR will be forwarded to the Supply Section for control	None	Depending on the end user's fast compliance	End User and Supply Section
7. Submit approved and	7.1 Record	None	5 mins	End User

controlled PR to procurement.	approved PR to logbook.			
8. Incode approved PR to Data Tracking System (DTS) and preparation of Request for Quotation (RFQ)	8.1 Incode DTS 8.2 Prepare RFQ for Canvass	None	15-30 mins depending on the kind of request and on the first come first serve basis	Procurement Staff
9. Posting to PhilGEPS for ABC of more than P50,000	9.1 PR with an ABC of more than 50,000 will be Posted to PhilGEPS, Agency website, and conspicuous place of agency premises	None	15-30 mins depending on the kind of request and on the first come first serve basis	Procurement Staff
10. Approval of RFQ	10.1 Procurement head approved the RFQ for canvass	None	5 mins	Procurement Head
11. Canvass of RFQ	11.1 Disimination of the RFQ to three legible and capable supplier 11.2 Submiision of Legal eligibility	None	1-2 days depending on the volume of RFQ	Procurement Staff/Canvasse r Supplier/Provid er
12. Retrieval of RFQ together with the legal eligibility.	12.1 Retrieval of the disiminated RFQs and legal eligibility 12.2 Preparation of the retrieved canvass for opening	None	1-7 days depending on how fast the supplier accomplished the extended RFQ 15-30 mins depending on the volume of the retrieved canvass	Procurement Staff/Canvasse r Procurement Staff
13. Opening and awarding of quotations	13.1 BAC evaluate and award retrieved canvass. if failed, returned to end user or re-canvass.	None	1-2 hours depending on the volume of the canvassed RFQ	BAC MEMBERS

14. Preparation of Abstract of Quotation, Resolution and Purchase Order (PO)	14.1 after the evaluation and awarding, procurement staff prepare, process and forward the Abstract of Quotation and resolution to the BAC Members who awarded the contract.	None	30mins-1hour depending the volume of the awarded RFQ	Procurement Staff
15. Signature of Abstract of Quotation and resolution	15.1 Affixing of signature in the Abstract and resolution	None	1-5 days depending on the availability of BAC MEMBERS	BAC MEMBERS
16. Approval of Abstract and resolution	16.1 after the BAC Members affixed their signature , the abstract and resolution will then forwarded to RDs office for approval	None	1-5 days depending on volume of abstract	RDs Office
17. Purchase Order (PO)	17.1 after approval of abstract and resolution, PO will then forwarded to Regional Accountant (RA) for approval as to funding source	None	1-5 days depending on the volume of PO.	Regional Accountant
18. Approval of PO	18.1 After RA affixed her signature, PO will then forwarded to RDs office for approval	None	1-5 days depending on thr volume of PO.	RDs Office
19. Delivery of PO to awarded supplier	19.1 After approval of PO, procurement staff will deliver the PO to the supplier	None	1-3 days depending on the volume of PO and distance of the place of business	Procurement Staff

20. Implementation of Services and Delivery of Goods and Items	20.1 Conduct /or Use of the Services 20.2 Delivery of goods/items 20.3 Facilitation of the acceptance of items delivered	None	On the scheduled date of activity and within the delivery timeline stated in the PO. (usually 20 CD upon receipt of PO)	End User and Supplier Supply Section
21. Inspection and Acceptance	21.1 During the delivery Of goods/items and conduction of activity, inspection and acceptance team inspect and accept the goods/items delivered and/or activity conducted	None	On the scheduled date	Inspection and Acceptance Team (IAT)
22. Processing of Inspection and Acceptance Report (IAR)	22.1 After the delivery of goods/items and conduction of activity, IAR will be forwarded to IAT to affix their signature then forwarded to procurement for processing of payment	None	Depending on the supply section processing system	Supply Section
23. Payment facilitation	23.1 Duly signed and other documentary attachment received from supply will be examined, scanned and recorded then forwarded to finance for payment	None	1-2 days depending on the volume of forwarded papers.	Procurement Head/Staff
24. Payment processing	24.1 Processing of OB and DV for payment in the	None	Depending on the finance processing	Finance Division

	finance office		system	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Office A	Address	Hotline Number
Office B	Address	Hotline Number
Office C	Address	Hotline Number

22. Local In-Kind Donations Facilitation

The Department accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated as its purpose states.

To safeguard the health of the people and maintain the dignity and quality of the items provided to the affected families or individuals, NO RECEIPT policy of the following items is strictly implemented:

- Used Clothing (as per Republic Act 4653)
- Food Stuff with expiration date below 12 months from the date of acceptance

Office or Division	Property and Asset Management Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None Required	None Required

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Donations Facilitation Office	1.Lead the Donors to the designated office	None	5 minutes	<i>PAMS Staff</i>
2. Provide details of donations: Name of Donor / Organization Contact Details What to donate?	2.Record the details provided by the donor	None	10 minutes	<i>Supply Officer</i>
3.Present the donations to the assisting officer, witness the inspection and wait until inspection is done.	3.Conduct visual inspection and determine whether to accept or reject donation.	None	30 minutes to One (1) hour <i>(depending on the volume of donated items)</i>	<i>Supply Officer</i>
4.Wait for the Acknowledgement Receipt to be provided as proof of donations.	4.List the donated items and its quantity. Issue Acknowledgment Receipt	None	15 minutes	<i>Supply Officer</i>
TOTAL			1hr, 30mins	

23. Walk-in Name Matching Process

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

Office or Division:	National Household Targeting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Walk-In Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Walk-in Name Matching Form			Requesting party may visit DSWD Regional Office XII	
2. Valid Identification Card/Proof of Identity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	The Administrative Assistant III receives and records the request in the	None	5 minutes	<i>Administrative Assistant III</i>

	DocuTrack (DSWD Document Tracking System). The request is forwarded to the Project Development Officer IV (PDO IV/RFC) for remarks.			
	The PDO IV/RFC of the NHTS will interview the client to assess if the request is valid or necessary.	None	10 minutes	Project Development Officer IV
	The IT-Officer II/RITO will process the request.	None	5 minutes	IT-Officer II/RITO

	The CSV results file from the Manual Verification will review, archiving, and endorsement to the PDO IV/RFC of the NHTS.	None	5 minutes	IT-Officer II/RITO
2.Receive Name Matching Result	The result of name matching will be presented by the PDO IV/RFC of the NHTS.	None	5 minutes	Project Development Officer IV
TOTAL		None	30 minutes	

24. Data Sharing - Name Matching Process

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

Office or Division:	National Household Targeting Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<ul style="list-style-type: none"> - Letter of Request (indicating reasons for name-matching) - Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) - Electronic copy of the names to be matched - Memorandum of Agreement - Physical Setup Certification and Organizational, Technical, and Security Setup Certification - Designated Data Protection Officer (DPO) - Valid Proof of Identities of the agency head and DPO 	Requesting party may visit DSWD Regional Office XII
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	<p>The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for approval.</p> <p>The Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>	None	5 minutes	Administrative Assistant III
	The Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief.	None	2 hours	Office of the Director
	PPD, Division Chief will endorse the	None	10 minutes	PPD, Division Chief

	request to the National Household Targeting Section.			
	National Household Targeting Section will inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	10 minutes	Project Development Officer IV - NHTS

2. Requesting Party will attend the scheduled orientation with the NHTS.	National Household Targeting Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	Inspection Team
	Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	Director
	Data Protection Officer will assess the MOA, its purpose, and attachments. The MOA will be	None	1 day	DSWD Data Protection Officer

	endorsed for the Department Regional Director's signature.			
	Office of the Regional Director will review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.		3 days	DSWD Office of the Regional Director

	<p>The approved request is endorsed to the IT-Officer II/RITO to assess if the attached electronic copy of names is in accordance with the template required.</p> <p>The IT-Officer II/RITO shall inform the Administrative Assistant III of the schedule of release of the results.</p>	None	1 hour	IT-Officer II/RITO
	Depending on the volume or number of names to be matched, the IT-Officer II/RITO will process the request on set deadline.	None	30 days (maximum 500,000 names)	IT-Officer II/RITO

	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the Project Development Officer IV/RFC. The Project Development Officer IV/RFC will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative	None	1 hour	IT-Officer II/RITO
	The Director will sign the endorsement.	None	1 hour	Office of the Director
	The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III
5. Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-Officer II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO
TOTAL		None	37 days (with justification and possible extension on the actual data processing - depends on the volume of data and names required	

25. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter of Request (indicating reasons for name-matching)</p> <ul style="list-style-type: none"> - Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) - Electronic copy of the names to be matched - Memorandum of Agreement - Physical Setup Certification and Organizational, Technical, and Security Setup Certification - Designated Data Protection Officer (DPO) - Valid Proof of Identities of the agency head and DPO 		<p>Requesting party may visit DSWD Regional Office XII</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of names for name matching to NHTS.	Administrative Division receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Director for approval.	None	5 minutes	Administrative Assistant III

	Administrative Assistant III will advise the			
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	requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief.	None	4 hours	Office of the Director
	The PPD, Division Chief will endorse the request to the National Household Targeting Section.	None	10 minutes	PPD, Division Chief
	Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	PDO IV/RFC - and National Household Targeting Section
2. Requesting Party will attend the scheduled orientation with the ACBS.	2. Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and	None	1 day	<i>Inspection Team</i>

	Organizational, Technical and Security Setup Certification)			
	Certifications will be attached to the MOA and endorsed by the NHTS Director to the Department's Data Protection Officer.	None	2 hours	<i>Director</i>
	Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Regional Director's signature.	None	1 day	<i>DSWD DPO</i>
	Office of the Regional Director will review the MOA. Once signed, the MOA will be endorsed to the NHTS for data processing.		3 days	<i>Office of the Regional Director</i>
	IT-Officer II/RITO will process the request.	None	3 days	IT-Officer II/RITO

	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare data release form, draft memo reply and burn results in a	None	1 day	IT-Officer II/RITO
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	compact disc (CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the PDO IV/RFC.			
	The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III
5. Call NHTS for retrieval of password.	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-OFFICER II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO
TOTAL		None	9 days, 5 hours, 5 minutes	

26. Data Sharing - Statistics/Raw Data Request

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

Division	National Household Targeting Section – Operations			
Classification	Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (specify purpose and data requested)		No prescribed template		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTS Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Office of the Director.	None	10 minutes	Administrative Assisstant III
	The Office of the Director receives the letter of request and shall endorse the letter to the Statistics section.	None	4 hours	Office of the Director
	<p>The Regional Associate Statistician (RAS) shall review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, the Regional Associate Statistician (RAS) will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse to the Associates Regional Associate Statistician (RAS) for data generation.</p>	None	4 hours	Associate Regional Associate Statistician (RAS)

	The Associate Regional Associate Statistician (RAS) shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.	None	1 day	Associate Regional Associate Statistician (RAS)
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	<p>The generated statistical/ raw data shall be submitted to the Regional Associate Statistician (RAS) for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Regional Associate Statistician (RAS) for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the PPD, Division Chief.</p>	None	4 hours	Regional Associate Statistician (RAS)
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	<p>The PPD, Division Chief shall endorse the facilitated data request to the NHTS Director for approval and release.</p>	None	4 hours	Division Chief of Policy and Plans Division
	<p>The Regional Director shall further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.</p>	None	4 hours	Office of the Regional Director

2. Receive the data requested	Administrative Assistant III will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	Administrative Assistant III
TOTAL:		None	3 days, 4 hours, 20 minutes	

27. Local In-Kind Donations Facilitation

Office or Division	Administrative Division / Property and Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
None Required			None Required	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Donations Facilitation Office	1. Lead the Donors to the designated office.	None	5 minutes	PAMS Staff
2. Provide details of donations: Name of Donor / Organization Contact Details What to Donate?	2. Record the details provided by the donor	None	10 minutes	Property Officer
3. Present the donations to the assisting officer, witness the inspection and wait until inspection is done.	3. Conduct Visual Inspection and determine whether to accept or reject donation..	None	15 minutes	Property Officer
4. Wait for the Acknowledgement Receipt to be provided as proof of donations.	4. List the donated items and its quantity Issue Acknowledgement Receipt	None	15 minutes	Property Officer

28.Licensing of SWDA to Operate

Office or Division:	Policy and Planning Division- Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	Social Welfare and Development Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR APPLICANTS INTENDING TO OPERATE:		
B. BASIC DOCUMENTS		
1. Duly Accomplished Application Form		DSWD FO XII/Website Applicant
2. A certification of plan to hire the required Registered Social Worker or staff complement w/in the duration of the probationary period of the certificate to be issued by the DSWD or Profile of Employees and volunteers, whichever is applicable		
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others		Applicant
4. Profile of Board of Trustees		
C. Documents Establishing Corporate Existence and Regulatory Compliance:		
5. Certified true copy of Gen. Intake Sheet issued by SEC		SEC
D. Documents Establishing Track Record and Good Standing from SEC		
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least 2 years		Applicant
7. Work and Financial Plan for the 2 succeeding years		
FOR APPLICANT ALREADY IMPLEMENTING PRIOR ITS APPLICATION:		
A. BASIC DOCUMENTS		
1. Accomplished Application Form		DWSD FO XII/Website Applicant
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others		
3. Profile of Board of Trustees		Applicant

<p>4. Profile of Employees and Volunteers</p> <p>a. For Social Work Agency, to consider the ff. staff requirement:</p> <p>a.1. At least one 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</p> <p>a.2. For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and houseparent</p> <p>a.3. For Center Based (Non-Residential Based), to observe at least one full-time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizen's center and the like, a part-time social worker is considered</p> <p>a.4. For Community Based, implementing community development or community organizing, any of the ff. shall be hired in full/part time basis per region:</p> <p>a.4.1. Graduate of Bachelor Degree in Social Work or Community Development; or</p> <p>a.4.2. Other professionals who have at least 3-year work experiences in the field of social welfare and development</p> <p>b. For Auxiliary SWDA, at least one full time staff who will manage its operations</p>	<p>Applicant</p>
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>5. Certified true copy of Gen. Intake Sheet issued by SEC</p> <p>6. Certification of no derogatory information issued by SEC (for those operating more than 6 months upon filing of the application)</p> <p>7. For renewal, 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</p> <p>8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of E. O. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<p>SEC</p> <p>SEC</p> <p>ABSNET</p>

<p>C. Documents Establishing Track Record and Good Standing</p> <p>9. Duly signed Work and Financial Plan for the 2 succeeding years</p> <p>10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least 2 years</p> <p>11. Annual Accomplishment Report of the previous year</p> <p>12. Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000.00, an audited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice</p> <p>13. Profile of clients/community being served for the preceding and current year</p> <p>OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND ALREADY OPERATING)</p>	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>A. Basic Documents:</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices, if any</p> <p>b. Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. Memorandum of Agreement (MOA), Contract of Partnership, among others</p> <p>2. For applicant SWA's implementing Child Placement Services, Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service</p>	<p>Applicant</p> <p>Applicant</p>
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>3. For those operating in more than one region, Validation Report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction</p> <p>4. For Center Based (Residential Based</p>	<p>Applicant/DSWD FO XII</p>

and Non-Residential Based) Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 5. For applicants that are identified that would be serving Indigenous People (IP), appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)		Applicant		
C. Documents Establishing Track Record and Good Standing 6. For applicant with past and current partnership with the DSWD that involved transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation Notes: For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration process that are also required for licensing and no changes was made as attested by the applicant organization, shall be deemed acceptable during the licensing application process. Similarly, during the renewal process of licensing, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD	Provides client application form and checklist of	None	30 minutes	DSWD/Standards

Website/FO	requirements			Section
2.Submit/file application and supporting documents at Standards Section	<p>Review and assess documentary requirements submitted</p> <p>a)If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with</p> <p>b) If application and documentary requirements are complete, SS Admin staff refers the applicant to Accounting and Cashier for the issuance of billing statement</p>	None	45 minutes-1 hour	SS Admin staff
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Service (Accounting and Cashier)	None	20 minutes	SS Admin Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control process payment and issues O.R.	Php1,000-	30 minutes	Accountant/Cashier
Submits the application with complete documents and O.R. to the Records	Records Section receives the application with complete documents and O.R.	None	30 minutes	Records Section
	Records Section forwards the application with complete documents and O.R. to Standards Section	None	30 minutes	Records Section Standards Section
	Initial review of application	None	30 minutes	Section Head
	Assessment of			

	submitted application, acknowledgment as to compliance to the requirements and indicates the schedule of visit	None	3 working days	Technical Staff/Section Head/Division Chief
	Onsite assessment visit based on the Agreed Schedule between SWDA and SS Technical Staff	None	1 working day	SS Technical Staff
	Prepares Confirmation Report a) Recommendation on issuance of License Certificate b) Areas for compliance together with SWDA's Action Plan	None	3 working days	SS Technical Staff
	Review and endorsement of the Confirmation Report to Regional Director	None	5 working days	SS Section Head/Division Chief
	Review and approval of the Confirmation Report	None	3 working days	Regional Director
	Send the Confirmation Report and notify the availability of License Certificate for release thru direct pick-up or courier	None	1 working day	SS Admin Staff/ Technical Staff

29. Pre-assessment of SWDAs Program/ Services for Accreditation (First-Time Applicant)

Office or Division:	Policy and Planning Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Social Welfare and Development Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request Letter from SWDA for pre-assessment	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for pre-assessment visit either thru mail, internet or personal delivery	Records Section receives request letter from SWDA for accreditation pre-assessment		30 minutes	Records Section
	Records Section forwards the request to Standards Section		30 minutes	Records Section Staff
	Reviews the letter of request		30 minutes	SS Section Head
	Technical Staff contacts the SWAD and agreed with the schedule for visit		1 working day	Technical
Applicant accommodates the SS staff during the validation visit	SS technical staff conducts on-site pre-assessment visit		1 working day	Standards Section Technical Staff
	Prepares pre-assessment report a) Recommendation for final assessment by Standards Bureau b) Areas for compliance together with SWDA's Action Plan		3 working days	Standards Technical Staff
	Review and endorsement of the Pre-Assessment Report		5 working days	SS Section Head/Division Chief
Applicant awaits for the updates from SS	Division Chief reviews the final report and recommends for approval		30 minutes	Division Chief
Applicant awaits for the updates from SS	SS admin. Staff. receives the report from Division Chief and forward to RD for approval		5 minutes	Standards Section Admin. Staff
Applicant awaits for the updates from SS	RD approves and signs the pre-assessment report		1-2 days	Regional Director

Applicant awaits for the updates from SS	SS admin. staff receives the approved report from ORD admin. staff and encode in the logbook		5 minutes	Standards Section Admin. Staff
Applicant agrees with the SS staff for the schedule of picking up the report or thru mail	SS admin. staff informs SWDA on the availability of the pre-assessment report for pick-up or thru' mail		5 minutes	Standards Section Admin. Staff
Applicant receives the pre-assessment report	SS admin. staff endorses pre-assessment report to SWDA thru courier or personal pick-up		10 minutes	Standards Section Admin. Staff and SWDA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to fo12@dswd.gov.ph or discuss the complaint to Standards Section, DSWD FO XII

30. Accreditation of Local Government Unit's for Senior Citizens Center

This process pertains to the accreditation of Centers for Senior Citizens of Local Government Units.

Office or Division:	Standards Section – Policy and Plans Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	All Public Senior Citizens Center
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) duly accomplished and notarized Application Form	The applicant may proceed to the following: <ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City DSWD website:

	https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-Accreditation Assessment <ul style="list-style-type: none"> For New Applicant, Pre-Accreditation Assessment shall be conducted by the Field Office-Standards Section Technical Staff For Renewal, self-assessment using the pre-accreditation tool shall be administered by the SWA Applicant and duly signed by the Head of the Agency 	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City
3. Constitution and By-Laws/ Local Ordinance or Resolution	<ul style="list-style-type: none"> City/ Municipal Sangguniang Bayan Office or the City/ Municipal Social Welfare and Development Office of the Local Government Unit
<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>4. Duly signed Work and Financial Plan (WFP) for two (2) succeeding years</p> <p>5. Annual Accomplishment Report of the previous year</p> <p>6. Financial Report of the previous year signed by the Provincial/ City/ Municipal Accountant of DSWD Regional Accountant</p> <p>*In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) will suffice</p>	<ul style="list-style-type: none"> Applicant (using the DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 9 DSWD-RLA-F009 Work and Financial Plan Applicant (using the DSWD Template on Annual Accomplishment Report) https://www.dswd.gov.ph/downloads2/Annex 6 DSWD-RLA-F006 Accomplishment Report Applicant (using DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 8 DSWD-RLA-F008 Audited Financial Report
<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>7. Center Based (Residential Based and Non-Residential Based, copy of valid safety certificates:</p> <ul style="list-style-type: none"> Occupancy Permit (only for new buildings) or Annual Building Inspection/ Structural Safety 	<ul style="list-style-type: none"> City/Municipal Engineering's Office in the Local Government Unit

Certificate (for old buildings) <ul style="list-style-type: none"> • Fire Safety Inspection Certificate • Water Potability Certificate or Sanitary Permit 		<ul style="list-style-type: none"> • Office of the Fire Protection Bureau in the Local Government Unit • City/ Municipal Health Office in the Local Government Unit or Private Service Provider 		
8. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP		<ul style="list-style-type: none"> • National Commission of Indigenous People (NCIP) Region XII 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru DSWD Field Office or DSWD website	Issue client application form and checklist of requirements	None		Support Staff – Standards Section
2. Pre- Accreditation Assessment *For first-time application, written request shall be forwarded to the Field Office for the conduct of Pre-Accreditation Assessment *For renewal of accreditation, applicant shall conduct self-assessment to determine their readiness for the actual assessment	Using the prescribed accreditation tool, Technical Staff of Standards Section shall administer pre-assessment prior to the actual assessment to determine the readiness of the SWDA to meet the set standards on SWD Programs and Services being delivered to the clients Provide Pre-assessment tool to SWDA Applicant	None		Technical Staff – Standards Section
3. Submission of requirements and application for registration to DSWD Central Office thru Standards Bureau *Only application for accreditation with complete prescribed	If submission shall be endorsed by the Field Office, Technical Staff shall ensure completeness of documentary requirements. However, the SWDA Applicant	None		Technical Staff – Standards Section

requirements shall be officially received by the Standards Bureau	may directly submit the application for accreditation to the Standards Bureau, DSWD Central Office Batasan Hill, Quezon City			
TOTAL:		None		

31. Accreditation of Pre-Marriage Counselors

This pertains to the accreditation process for Pre-Marriage Counselors.

Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All Social Workers and other professional; Service providers both at the private and public sectors who have met the required qualifications		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. New Applicant			
1. One (1) duly accomplished and notarized Application Form <i>*Exempted from the DSWD Accreditation:</i> 1. Priest 2. Imam or Minister authorized to solemnize marriage		The applicant may proceed to: <ul style="list-style-type: none">Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City	
2. Any of the following as proof that the applicant is a graduate of four (4) year course: <ul style="list-style-type: none">Certificate of graduation/ college diploma or transcript of recordCertified photocopy of valid PRC ID		To be secured by the Applicant from: <ul style="list-style-type: none">Last school attendedProfessional Regulations Commission	
3. Photocopy of Training Certificate from Seminars, conferences, training and other related activities on basic counseling service for at least 24 hours. <i>*If Original copy is unavailable, a certified true copy of the Certificate of Participation/ Attendance is accepted.</i>		<ul style="list-style-type: none">Service/ training Provider	
4. Any of the following proof that the applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team:			

<ul style="list-style-type: none"> • Certification from Immediate Supervisor • An approved resolution 	<ul style="list-style-type: none"> • Immediate Supervisor • SB Secretary
5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted the PM Counseling session.	<ul style="list-style-type: none"> • To be secured by the Applicant
6. Other documents to be made available during the assessment visit: <ul style="list-style-type: none"> • Accomplished Marriage Expectation Inventory Form of would-be-married couples present during the validation visit. 	
B. For Renewal	
1. One (1) duly accomplished and notarized Application Form <i>*Exempted from the DSWD Accreditation:</i> <ol style="list-style-type: none"> 1. Priest 2. Imam or Minister authorized to solemnize marriage 	The applicant may proceed to: <ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City
2. Certificate of training, seminars, orientation and other related or similar activities on pre-marriage counseling for at least 24 hours within the validity period of the preceding certificate: <ol style="list-style-type: none"> a. Human Maturity b. Value Clarification c. Authentic Love d. Responsible Parenting e. Gender and Development 	<ul style="list-style-type: none"> • Service/ Training Provider
3. Accomplishment reports for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex D – Accomplishment Report)</i>
4. Summary of documentation of PMC sessions conducted for the past year	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex C – Document Report for Counseling)</i>
5. Other documents to be made available during validation visit: <ol style="list-style-type: none"> a. Accomplished marriage expectations inventory form of would-be-married couple/s present during the validation visit b. Accomplished and consolidated result of client feedback/satisfaction survey of about 50% of the total number of counselled couple for the past year; 	<ul style="list-style-type: none"> • To be secured by the Applicant – <i>must use DSWD Template (Annex F – Feedback Survey Template and Form)</i>

c. A summary/ record on the number of Certificate of Marriage Counseling issued				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Validation – Applicant shall submit the duly accomplished application form and requirements to DSWD	a. Review the veracity of the submitted documents;	None	1 day	Technical Staff – Standards Section
	b. Coordinate and acknowledge the application conformed with the following circumstances: and supporting documents *Should the submitted documents suffice and qualify for accreditation, the acknowledgement shall specify the date of the on-site accreditation visit in coordination with the applicant; *Should there be lacking documents however, the applicant has met the minimum qualification, the acknowledgement should indicate the date of the on-site accreditation visit and the list of requirements to be submitted during the said visit; *Should the documents found to be insufficient and the applicant was unable to meet the set qualifications, the acknowledgement shall contain regrets	None	5 days	Section Head/ DC/ Regional Director

	and thereby inform the applicant with the needed qualifications and requirements for accreditation.			
2. Validation Proper <i>*In cases where the applicant has not met set standards per assessment of the accreditor, the said applicant shall be provided with technical assistance on areas needing improvement and shall be re-assessed after three (3) months for accreditation.</i> <i>*Should the applicant still not qualify, he/she shall be advised to submit new application for accreditation assessment after six (6) months from the date of the re-assessment.</i>	a. Courtesy call to the Local Chief Executive (LCE) or his/her designated representative; b. Conduct brief orientation to the PM Counselor applicant relative to the guidelines and provide mechanics for the accreditation assessment; c. Review other documents such as logbook and MEI during the on-site assessment and/or additional submitted requirements; d. Observation assessment during the actual conduct of PMC session; e. Conduct a post assessment session with the PMC applicant to discuss observations, if any, or to come-up with an action plan to comply with the remaining requirements for submission, if necessary or t provide technical assistance on areas needing improvement, if applicable; f. Conduct an exit conference with the PMC Applicants and LCE or his/her designated	None	1 day	Technical Staff – Standards Section

	representative or supervisor.			
3. Post-Validation	a. Prepare a confirmation report on the assessment result of the PM Counselor.	None	7 days	Technical Staff Section Head/DC Regional Director
	b. If the result of the assessment is favorable, the preparation and approval of the certificate shall be facilitated <i>*Accreditation Certificate for newly accredited PM Counselors shall be valid for a period of three (3) years.</i> <i>**Accreditation Certificate for renewed application shall be valid for a period of five (5) years.</i>	None	5 days	Technical Staff Section Head/DC Regional Director
	c. Update the Directory of Accredited PM Counselors at the Regional Website.	None	10 minutes	Technical Staff Section
TOTAL:		None	19 days, 10 minutes	

32.Social Pension for Indigent Senior Citizens (SPISC)

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

Office or Division:	Protective Services Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen

Who may avail?	Indigent senior citizens who are: <ol style="list-style-type: none"> 1. Indigent Senior Citizens 60-year-old and above 2. Frail, sickly or with disability 3. No pension from the Government Service Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc. (AFPMBAI) or any other insurance Company 4. No permanent Source of Income; and 5. No regular support from family or relatives for his/her basic needs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID or any valid government-issued ID indicating the age of the senior citizens.		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring the original and Photocopy of valid ID to be attached to the application Form	Accepts the filled-out Social Pension Application Form and photocopy of the valid ID	None	5 minutes	Senior Citizen
<ol style="list-style-type: none"> 1. Get the form from BSCA, OSCA, C/MSWDO to be filled-out 2. The latter will assist in the filling-out of forms 3. Return the filled form to the latter for consolidation 	Assist the senior citizens in filling-up of the Social Pension Application Form	None	10 minutes	<ol style="list-style-type: none"> 1. Brgy. Senior Citizens Association 2. OSCA 3. C/MSWDO 3. Protective Services Division Social Pension Staff (SWO/PDO) for walk-in applicants
Submit Consolidated and certified potential beneficiaries to DSWD FO	Consolidate the list of potential beneficiaries along with the filled-out Social Pension Application Form with GSI	None	Monthly	OSCA Head and LSWDO
DSWD Staff will conduct validation and assessment to the address indicated in the list of potential beneficiaries	Conduct validation and assessment of list of potential beneficiaries using the Social Pension Beneficiary Update Format (GIS) Validation and assessment of submitted potential	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)

	beneficiaries to FO			
Encoding to SPIS and submission to DSWD CO	All qualified applicants for the program will be encoded to SPIS and submit to DSWD CO for name matching and further downloading to FO with the remarks (eligible) if qualified for the program.	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)
Dissemination to the LGUs on the result of name matching	FO to inform the LGUs on the result of the name matching and the list of senior citizens qualified for the program for further confirmation if they are existing and still present in the area	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)
Approval the master list list for pay-out	All the master list and payroll will be approved by the Regional Office	None	Semestral	Regional Director
DSWD FO will inform the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of pay-out. The OSCA Head shall then inform the beneficiaries of the date and venue of pay-out	Conduct of cash distribution to the beneficiaries	None	3 weeks to one month before the date of Payment	Protective Services Division Social Pension Staff (SWO/PDO) Partner LGU
Payment will be done thru direct pay-out through the special disbursing officer of the region	Conduct of cash distribution to the beneficiaries	None	Semestral	DSWD Field Office
Conduct Monitoring of	Constant monitoring to the beneficiaries through home visit, meetings and spot schecking	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)

Division	Disaster Response Management Division
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail	Government Agencies
Checklist Requirement	Where to secure
C. Government- written request letter and signed by the head of the agency or its duly authorized representative together with the Disaster Report/DROMIC Report; in case of representative of the head agency, proof of authority is required.	N/A

33. AUGMENTATION/ PREPOSITIONING OF WELFARE GOODS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The LGU will submit Request Letter and Disaster Report/ DROMIC Report	1.1 Receiving of request documents	None	5 minutes	DRMD Admin Staff
	1.2 Reviewing on the completeness of the documents.	None	30 minutes	DRMD Admin Staff
	1.3 Validate & assess the disaster report	None	1-3 days	DRR Head/PDO S
	1.4 Prepare a dromic report	None	1 day	DROMIC Focal
	a. Recommend the amount of NFI to be released in coordination with RRO Section based on the result of validation and assessment	None	10 minutes	DRR Head/RRO Head
	1.6 Forward request letter through executive summary to Assistant Regional Director for Review attaching the copy of DROMIC report and inventory of stockpile and standby funds for RDs approval	None	15 minutes	DRMD Admin Staff/ARD Os Admin Staff

	1.7 Preparation Requisition Issued Slip once RD approved.	None	30 minutes	DRMD Admin Staff
	1.8 In case of disapproval, the RD shall write the LCE for the reason of disapproval;	None	1 day	Regional Director
	1.9 Inform through phone call the affected LGU/s on the approval of their request for augmentation	None	10 minutes	DRR PDOs
	Coordinate with Regional Resource Operation Section for the releasing of welfare goods from the DSWD warehouse, rented warehouse	None	5 minutes	RRO Head/DRR PDOs
	2.2 Releasing of family food packs or non-food items	None	1 day	RRO Head
	2.3 Delivery or withdrawal of goods to the affected LGUs.	None	1 day	RRO Head and Staff
	2.4 Record to inventory of stockpiles and standby funds of the goods release	None	1 hour	RROs/DRI Ms
	b. Coordinate with LGU on the schedule of distribution to witness	None	5 minutes	DRR Staff
	2.7 Follow up the submission of RDS to FOs for liquidation purposes	None	15 minutes	DRMD Admin Staff

DSWD FIELD OFFICE NCR

External Services

1. Provision of Medical Assistance through Outright Cash

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Cash Outright as one of its modality of assistance to help them shoulder their hospitalization expenses, to cover medicines, other medical treatment or procedures (implant, laboratories and alike) as well as provision of assistive devices. Cash Outright can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker (MC 11, series of 2019).

Office or Division:	Crisis Intervention Section- On-Site	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital
4. For payment of hospital bill: Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital's Billing Section/ Accounting Office
For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Attending Physician from Hospital/ Clinic
For medical procedures/ chemotherapy, dialysis treatment, laboratory request/		Dialysis Centers, Hospitals, Attending Physicians

actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)				
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the patient is currently confined/ undergoing medication/ laboratory procedures		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
2. Proceed to Social Worker's Desks and submit	2.1 Receive submitted requirements	None	13 Minutes	<i>Social Welfare Officer I and II</i>

the required documents for verification and assessment of needs	<p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2,4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the</p>			CIS-OS
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	client the amount of assistance to be extended and its basis 2.8 Advise client to proceed to Special Disbursing Officer for the release of cash			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.1 Sign the Certificate of Eligibility 3.2 Review completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client	None	3 Minutes	<i>Social Welfare Officer III</i> <i>Special Disbursing Officer (SWO II and PDOI) CIS-OS</i>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV CIS-OS</i>
	TOTAL		20 Minutes	

2. Provision of Burial Assistance through Outright Cash

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Cash Outright as one of its modality of assistance to defray the funeral and related expenses, including but not limited to expenses in bringing the remains to the residence and/or burial site in accordance to the existing customary practices of the family especially among Indigenous People and Moro. Cash Outright can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen

Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy)		Local Civil Registry		
Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)		Chieftain, IMAM or Hospital		
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy)		Funeral Service Providers		
For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy		Funeral Service Providers		
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
		Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook 1.2 Check if details are properly written 1.3 Initial review of	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS

	<p>client's documents</p> <p>1.4 Issuance of Checklist and Queuing Number</p> <p>1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)</p>			
<p>2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs</p>	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting,</p>	None	13 Minutes	<p><i>Social Welfare Officer I and II</i> CIS-OS</p>

	<p>client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
<p>3. Proceed to Special Disbursing Window to receive Outright Cash Assistance</p>	<p>3.1 Sign the Certificate of Eligibility</p> <p>3.2 Review completeness of Documents</p> <p>3.3 Issue the signed Acknowledgement Receipt</p> <p>3.4. Release cash</p>	None	3 Minutes	<p><i>Social Welfare Officer III CIS-OS</i></p> <p><i>Special Disbursing</i></p>

	assistance to the client			Officer (SWO II and PDOI) CIS-OS
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	Admin. Assistant IV CIS-OS
	TOTAL		20 Minutes	

3. Provision of Transportation Assistance through Outright Cash

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Cash Outright as one of its modality of assistance for the purchase or payment of transports (land/air/sea) tickets and/or expenses to enable the client to their home provinces permanently or seek further medical intervention in another place or attend to emergency concerns of a family member.

Procured ticket shall be issues to the client unless in instance when giving outright cash is more convenient. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
In absence of Barangay Certificate, Police Blotter Police Certification		Police Station		
In absence of both the Brgy Certification or any Police Documentation, justification of interviewing social worker and/or Social Case Summary Report		Interviewing Social Worker Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON

		TO BE PAID	TIME	RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)	None	13 Minutes	Social Welfare Officer I and II CIS-OS

	<p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Issuance of Agreed Assistance				

3.1 Ticket from the Authorized Service Provider (if ticket)	3.1.1 Coordinate amount of ticket to Service Provider	None	10 Minutes	<i>Social Welfare Officer I or II</i> CIS-OS
	3.1.2 Determine actual date of travel			
	3.1.3 Book ticket based on actual number of passenger			
	3.1.4 Print-out copy of tickets			
	3.1.5 Advice client to proceed to Special Disbursing Officer for approval of the amount of ticket purchased		3 Minutes	<i>Social Welfare Officer III / Head</i> CIS-OS
	3.2.1 Sign the Certificate of Eligibility			
	3.2.2 Review completeness of Documents			
3.2 Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.2.3 Issue the signed Acknowledgement Receipt			<i>Special Disbursing Officer (SWO II and PDOI)</i> CIS-OS
	3.2.4. Release cash assistance to the client			
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV</i> CIS-OS
	TOTAL		30 Minutes	

4. Provision of Educational Assistance through Outright Cash

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Cash Outright as one of its modality of assistance to eligible students to help defray school expenses and/or cost of sending students/ children such as school fee, supplies, project, etc. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section – On-Site			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	<p>Priority will be given to parents and students who are enrolled to public schools and universities, technological and vocational schools</p> <p>Students with Single Parents, who are Person with Disabilities, Overseas Filipino / Repatriated and those who are assessed who has extreme needs</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Enrollment Assessment Form or Certificate of Enrollment/ Registration for Elementary up to Senior High School (1 Original and 1 Certified True Copy)		School's Registrar		
Registration Form and Statement of Account for College Students (1 Original and 1 Certified True Copy)		College/ University Registrar		
Certification that the students claiming/ children are Scholars in enrolled in Private Schools (1 Original and 1 Certified True Copy)		College/ University Registrar		
4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON

		PAID		RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)	None	13 Minutes	<i>Social Welfare Officer I and II CIS-OS</i>

	<p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Proceed to Special Disbursing Window to receive Outright Cash	3.1 Sign the Certificate of Eligibility	None	3 Minutes	

Assistance	3.2 Review completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client			<i>Social Welfare Officer III</i> <i>Special Disbursing Officer (SWO II and PDOI) CIS-OS</i>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV CIS-OS</i>
	TOTAL		20 Minutes	

5. Provision of Food Assistance through Outright Cash

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Cash Outright as one of its modality of assistance to clients in need would be provided up to a maximum of ten (10) days of amount of food assistance.

Assistance may also be extended to those who are caring for their seek relatives in the hospitals, grantees of transportation assistance, attendance to court hearings and rescued trafficked victims. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Any valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall	
3. Social Case Summary/ Study Report that will provide information that the client		Local Social Welfare and Development Offices where the client permanently/	

is in crisis situation		temporarily resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service	None	13 Minutes	Social Welfare Officer I and II CIS-OS

	<p>Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2,4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Proceed to	3.1 Sign the	None	3 Minutes	

Special Disbursing Window to receive Outright Cash Assistance	Certificate of Eligibility 3.2 Review completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client			<i>Social Welfare Officer III</i> <i>Special Disbursing Officer (SWO II and PDOI) CIS-OS</i>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV CIS-OS</i>
	TOTAL		20 Minutes	

6. Provision of Medical Assistance through Issuance of Guarantee Letter

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Guarantee Letter as one of its modality of assistance to help them shoulder their hospitalization expenses, to cover medicines, other medical treatment or procedures (implant, laboratories and alike) as well as provision of assistive devices. Guarantee Letter can be provided if, based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 150, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

Office or Division:	Crisis Intervention Section – On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and	

	Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)	Barangay Hall
Medical Certificate/ Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital
3. For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital's Billing Section/ Accounting Office
For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Attending Physician from Hospital/ Clinic
For medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Dialysis Centers, Hospitals, Attending Physicians
4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)	Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the patient is currently confined/ undergoing medication/ laboratory procedures
For processing of payment (for service providers)	
1. Valid / unexpired Memorandum of Agreement (MOA)	Signed between DSWD-NCR and service provider; duly notarized
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service	Service provider

For claiming of cheque

Additional requirement:

For cheque named to a business entity:

- Authorization letter

- Authorization letter

For individuals other than the payee:

- Special Power of Attorney (SPA)
- identification card of the payee

Head of business entity represented

Lawyer of the payee
Payee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS
2. Proceed to Social Worker's Desks and submit the required documents for verification and	2.1 Receive submitted requirements 2.2. Conduct intake	None	15 Minutes	Social Welfare Officer I and II CIS-OS

assessment needs	of	<p>interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be</p>			
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	extended and its basis			
	2.8 Prepare Guarantee Letter		2 minutes	
	2.9. Sign the Certificate of Eligibility and affix initials on Guarantee Letter		1 minute	Section Head /SWO III CIS-OS
3.1. Receive the Guarantee Letter Acknowledgement Receipt	3.1. Release the signed Guarantee Letter (GL) 3.2. Sign the Acknowledgement Receipt	None	2 minutes	SWO I / SWO II CIS-OS
4. Present the GL to the billing section of the medical facility	4.1. credit the amount of assistance stipulated on the bill for the client 4.2. render the service required / requested by the client 4.3. Prepare Statement of Account (SOA) 4.4. Submit SOA with attachments required for processing of payment 4.5. Prepare Disbursement Voucher and ORS 4.6. Sign DV/ORS	None	2 Minutes (time depends on the procedure service requested) 5 minute 20 minutes 5 minutes 30 seconds	Billing Section of Medical Facility Billing Section of Medical Facility Billing Section of Medical Facility Admin Aide IV CIS-OS SWO III/ Head CIS-OS

				Chief / OIC PSD
	4.7. Submit to DV/ORS to for funding		10 minutes	Admin Aide IV CIS-OS
	4.8. Tracking of signed documents		5 minutes	Admin Aide IV FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		10 minutes	Admin Aide IV FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	Admin Aide IV FMD Budget
	4.10. Review and affix signature		5 minutes	Admin Officer V FMD Budget
	4.11. Tracking of signed documents		5 minutes	Admin Aide IV FMD Budget
				Admin Aide IV FMU
				Admin Aide IV Accounting Section
	4.12. Review the completeness of supporting documents.		5 minutes	Admin Aide IV Accounting Section
	4.13. Process and make necessary Accounting Entry		10 minutes	Admin Aide IV Accounting Section
	4.14. Prepare two (2) copies of BIR Form 2306 and		5 minutes	Admin Aide IV Accounting Section

	2307.			
	4.15. Set-up Journal Entry Voucher (JEV).		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.16. Review and approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents		10 minutes	<i>OIC/Head</i> Accounting Unit
	4.17. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> Accounting Section
				<i>Admin Aide IV</i> FMU
				<i>Admin Aide IV</i> Cash Section
	4.18. Segregate payment thru ADA or cheque		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.19. Prepare Payment		30 minutes	<i>Admin Aide IV</i> Cash Section
	a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy		5 minutes	<i>Admin Assistant II</i> Cash Section
	b. for payment thru cheque: cheque, soft copy and ACIC		5 minutes	<i>Admin Aide IV</i> Cash Section

	<p>4.20. Route ADA or cheque for signatures of heads of the following:</p> <p>a. Cash section</p> <p>b. Accounting Section</p> <p>c. Chief- Finance Division (Php 1-500K</p> <p>d. Assistant Regional Director for Administration (Php 501M- 5M)</p> <p>e. Regional Director (Php 5M -50M)</p>			
	4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank		15 minutes	<i>Admin Aide IV</i> Cash Section
	4.22a. Inform the payee that ADA has been completed / submitted to the bank		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.21b. Inform the payee of the availability of cheque		5 minutes	
For service providers / clients receiving payment thru cheque				
4. Present / identification documents	<p>4.1. Check presented valid Identification Card, authorization letter and special power of attorney in case claimant is other than the name of payee</p> <p>4.2. Retrieve DVs and cheque</p>	None	<p>5 minutes</p> <p>10 minutes</p>	<p><i>Admin Assistant II</i> Cash Section</p> <p><i>Admin Assistant II</i> Cash Section</p>

5. Sign in disbursement voucher (name, signature, date) and in warrant records (name, signature, date)	5.1. Give the DV and logbook for logging of details and signature of claimant 5.2. hand-over the cheque	None	10 minutes	<i>Admin Assistant II</i> Cash Section
TOTAL : Client to receive the GL Process until payment thru cheque			23 minutes 3 hours, 4 minutes, 30 seconds	
Process until payment thru ADA			3 hours, 22 minutes, 30 seconds	
This does not include waiting time				

7. Provision of Burial Assistance through Issuance of Guarantee Letter

Crisis Intervention Section- Onsite (CIS-Onsite) provides assistance through Guarantee Letter as one of its modality of assistance to defray the funeral and related expenses, including but not limited to expenses in bringing the remains to the residence and/or burial site in accordance to the existing customary practices of the family especially among Indigenous People and Moro. Guarantee Letter can be provided if, based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 25, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

Office or Division:	Crisis Intervention Section – On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	

2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)	Barangay Hall
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy), or Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)	Funeral Service Providers Chieftain, IMAM or Hospital
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy), or For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy	Funeral Service Providers Funeral Service Providers
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation	Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death
For processing of payment (for service providers)	
1. Valid / unexpired Memorandum of Agreement (MOA)	Signed between DSWD-NCR and service provider; duly notarized
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service	Service provider
For claiming of cheque	
Additional requirement: For cheque named to a business entity: <ul style="list-style-type: none"> • Authorization letter For individuals other than the payee:	Head of business entity represented

<ul style="list-style-type: none"> Special Power of Attorney (SPA) identification card of the payee 		Lawyer of the payee Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
	1.2 Check if details are properly written			
	1.3 Initial review of client's documents			
	1.4 Issuance of Checklist and Queuing Number			
	1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)		2 minutes	
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements	None	15 Minutes	<i>Social Welfare Officer I and II CIS-OS</i>
	2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service			

	<p>Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Preparation of Accomplished Guarantee Letter</p> <p>3.1 Sign the Certificate of</p>			
			2 minutes	Social Welfare Officer I and II CIS-OS

	Eligibility and affix initial on Guarantee Letter			
3. Receipt of Guarantee Letter and Acknowledgement Receipt	3.1. Release the signed Guarantee Letter (GL) 3.2. Issue the signed Acknowledgement Receipt	None	2 minutes	SWO I / SWO II CIS-OS
4. Present the GL to the billing section of the medical facility	4.1. credit the amount of assistance stipulated on the bill for the client 4.2. render the service required / requested by the client 4.3. Prepare Statement of Account (SOA) 4.4. Submit SOA with attachments required for processing of payment 4.5. Prepare Disbursement Voucher and ORS 4.6. Sign DV/ORS 4.7. Submit to DV/ORS to for funding	None	2 Minutes (time depends on the procedure service requested) 5 minute 20 minutes 5 minutes 30 seconds 10 minutes 5 minutes	Billing Section of Medical Facility Billing Section of Medical Facility Billing Section of Medical Facility Admin Aide IV CIS-OS SWO III/ Head CIS-OS Chief / OIC PSD Admin Aide IV CIS-OS

	4.8. Tracking of signed documents		10 minutes	<i>Admin Aide IV</i> FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		5 minutes	<i>Admin Aide IV</i> FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.10. Review and affix signature		5 minutes	<i>Admin Officer V</i> FMD Budget
	4.11. Tracking of signed documents			<i>Admin Aide IV</i> FMD Budget
				<i>Admin Aide IV</i> FMU
				<i>Admin Aide IV</i> Accounting Section
	4.12. Review the completeness of supporting documents.		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.13. Process and make necessary Accounting Entry		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.14. Prepare two (2) copies of BIR Form 2306 and 2307.		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.15. Set-up Journal Entry Voucher (JEV).		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.16. Review and		10 minutes	<i>OIC/Head</i> Accounting Unit

	approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents 4.17. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> Accounting Section <i>Admin Aide IV</i> FMU <i>Admin Aide IV</i> Cash Section
	4.18. Segregate payment thru ADA or cheque		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.19. Prepare Payment		30 minutes	<i>Admin Aide IV</i> Cash Section
	a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy		5 minutes	<i>Admin Assistant II</i> Cash Section
	b. for payment thru cheque: cheque, soft copy and ACIC		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.20. Route ADA or cheque for signatures of heads of the following: a. Cash section b. Accounting Section			

	<p>c. Chief- Finance Division (Php 1-500K)</p> <p>d. Assistant Regional Director for Administration (Php 501M- 5M)</p> <p>e. Regional Director (Php 5M -50M)</p> <p>4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank</p> <p>4.22a. Inform the payee that ADA has been completed / submitted to the bank</p> <p>4.21b. Inform the payee of the availability of cheque</p>		<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p>
For service providers / clients receiving payment thru cheque	TOTAL		20 Minutes	
4. Present / identification documents	<p>4.1. Check presented valid Identification Card, authorization letter and special power of attorney in case claimant is other than the name of payee</p> <p>4.2. Retrieve DVs and cheque</p>	None	<p>5 minutes</p> <p>10 minutes</p>	<p><i>Admin Assistant II</i> Cash Section</p> <p><i>Admin Assistant II</i> Cash Section</p>
5. Sign in disbursement voucher (name, signature, date) and in warrant records	5.1. Give the DV and logbook for logging of details and signature of claimant	None	10 minutes	<i>Admin Assistant II</i> Cash Section

(name, signature, date)	5.2. hand-over the cheque			
TOTAL :		Client to receive the GL	23 minutes	
Process until payment thru cheque			3 hours, 4 minutes, 30 seconds	
Process until payment thru ADA			3 hours, 22 minutes, 30 seconds	
This does not include waiting time				

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Upon entry, clients at Crisis Intervention Section On-Site will be provided with orientation on the use of Online Client Satisfaction Survey Form which they shall fill-out to assess their experience and inputs on the process of availing the assistance.</p> <p>Section's Mamamayan Muna Desk Officer and Interviewing Social Workers will personally assist the client in filling-out the online survey form and to be monitored online by the designated staff</p> <p>Contact info: 8735-5413/ 3493-7907 Email: ncris2020@gmail.com</p>
How feedbacks are processed	<p>On a daily basis, the designated staff shall account the number of respondents and summarize their level of satisfaction and feedbacks with the services of the Section.</p> <p>Result of the survey/ feedback will be shared to the staff at the end of the day to inform them of the areas of concerns and those requiring immediate attention/ response.</p> <p>Those feedback requiring immediate response will be responded within three (3) days upon receipt of the said document addressed to the involved offices as well as to the client herself/ himself</p> <p>Summarized result of the survey with analysis will be submitted to the Field Office-NCR on a</p>

	quarterly basis.
How to file a complaint	<p>Client who wanted to file a complaint can send email thru the Section Official Electronic Mail Address and/ or through the Regional Director's Office.</p> <p>Complaints can also be filed via telephone. There will be a dedicated social worker on a daily basis to attend to the various concerns of callers concerning the services of the Section.</p> <p>Contact Info: 8735-5413/ 3493-7907 Email: ncrcis2020@gmail.com</p>
How complaints are processed	<p>Client's complaint will be attended by the Designated Mamamayan Desk Officer on a daily basis.</p> <p>If the client's complaint need immediate response, it will be forwarded to the Section Head for appropriate response.</p> <p>Section Head will forward said complaint with attached response to the FO-NCR for further inputs and approval</p> <p>Once approved, it will be sent to the complainant for her/ his information and reference of the action taken by the Section.</p> <p>Unless the complaint required investigation, said document, together with all the supporting documentation will be forwarded to FO-NCR for reference and appropriate action.</p> <p>Contact Info; 8735-5413/ 3493-7907 Email: ncrcis2020@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907 Email; ncrcis2020@gmail.com</p>

8. Provision of Assistance thru Offsite Serbisyo (CIS-OS)

Crisis Intervention Section – Offsite Serbisyo is provision of integrated services to individual and families in crisis situation in the form of direct financial assistance to ensure immediate relief from the unexpected situation such as crises and emergencies.

Office or Division:	Crisis Intervention Section – Offsite Serbisyo		
Classification:	Simple		
Type of Transaction:	G2C –Government to Citizens		
Who may avail:	Person in Crisis Situation, Transients, Repatriates, Deportees, abandoned Individual, Student in Crisis, Former Rebels, Killed-in-Action/Wounded-in-Action (KIA/WIA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance			
1. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides	
2. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital	
For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital’s Billing Section/ Accounting Office	
If for medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Attending Physician from Hospital/ Clinic	
If for medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of		Dialysis Centers, Hospitals, Attending	

treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Physicians
Burial Assistance	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
3. Death Certificate	Hospital / Local Civil Registry
4. Funeral Contract	Funeral Service Providers
Educational Assistance	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D School ID of the student/beneficiary	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others. School where the student is enrolled
3. Enrolment Assessment Form or Certificate of Enrolment/Registration	School where the student enrolled
Transportation Assistance	
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
3. Police Certification (for victim of pick pocket, illegal recruitment etc.)	Police Station
4. Social Case Summary Report	Local Social Welfare and Development Offices where the client permanently/ temporarily resides

Cash Assistance				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
Depending on the Circumstances				
3.a. Certification of the Fire Protection		Bureau of Fire Protection		
b. Passport, Travel Documents, Certification of OWWA		Department of Foreign Affairs/ Overseas Workers Welfare Administration (OWWA)		
c. Certification for rescued clients		CSWDO/Workers attended during rescued operation		
d. Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children		PNP / CSWDO who attended the rescue operations		
Food Assistance				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents required	1.1. Review completeness and accuracy of documents received	None	1 minute	SWO // CIS-Offsite
	1.2. Verify clients records in Crisis Intervention Monitoring System (CrIMS)	none	2 minutes	Social Welfare Aide/Encoder CIS-Offsite

	1.3. Conduct interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers, validation, counselling and referral, if necessary)	None	30 minutes	SWO II CIS-Offsite
	1.4. Review and Approve the Certificate of Eligibility	None	2 minutes	SWO III / OIC CIS-Offsite
2. Receive the Assistance	2.1. Disburse / Release the assistance	None	3 minutes	SWO II / Special Disbursing Officer CIS-Offsite
	2.2. Encode Client's Information and amount of assistance provided to CrIMS	none	5 minutes	Social Welfare Aide/Encoder CIS-Offsite
Total			43 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	At the initial contact with the Section's staff – administrative staff, a client satisfaction survey form shall be provided with an explanation how to accomplish said form. Client shall drop the accomplished form into a box at the office after completing transaction with the section.
How feedbacks are processed	On a daily basis, the focal person accounts, summarizes and rafts response to feedbacks needing actions and / or responses. Draft response together with the summary of feedback received shall be forwarded for review and input of FO management. Response to clients shall be relayed via email

	or phone call. Should they need to follow-ups, the section can be reached thru 8-7330010 to 18.
How to file a complaint or Send commendation	To file a complaint against the staff, the client can send the following details to Authority to foncr@dswd.gov.ph : <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences
How complaints are processed	The focal person shall verify and investigate the complaints and prepare draft response for review and input of Field Office Management. The client will be informed via email or phone call.
Contact information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

9. Resource Augmentation – Provision of Food and Non-Food Items (FNFI) to Victims of Disaster

OFFICE/ DIVISION	Disaster Response Management Division (DRMD)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens G2G – Government to Government			
WHO MAY AVAIL	LGU, NGO, PO, Legislators, Social Welfare and Development Intermediaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Request Letter		Requesting Party		
2. Certified List of Disaster-Affected Beneficiaries		M/CSWDO		
3. Valid Government Issued ID of the Requesting Party (Original with 1 Photocopy)		SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, TIN Card		
Authorized Representative:				
1. Original Copy of Authorization Letter		Requesting Party		
2. Valid Government Issued ID of the Authorized Representative (Original with 1 Photocopy)		SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, TIN Card		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter	1.1 Receive and	None	1 Minute	Administrative

of request along with other supporting documents to the Field Office thru DRMD.	record the request for tracking purpose			<i>Assistant I DRMD</i>
	1.2. Review and delegate task to technical staff	None	10 Minutes	<i>OIC Division Chief DRMD</i>
	1.3. Validate the request with the concerned M/CSWDO	None	10 Minutes	<i>Social Welfare Officer II DRMD</i>
	1.4. Inform the requesting party of the status of request. a. If approved, inform the requesting party of the schedule and location of pick-up / hauling of the requested relief goods. b. If not approved, endorse the request to the concerned LGU for appropriate action. ✓ Draft a letter of referral and submit for review and approval by the OIC Division Chief and FO Managem	None	10 Minutes	<i>Social Welfare Officer II DRMD</i>

	ent. ✓ Finalized letter of referral shall be communicated to the concerned LGU.			
	1.5 Prepare Requisition and Issuance Slip (RIS)	None	5 Minutes	<i>Administrative Assistant I DRMD</i>
	1.6 Review and sign the RIS	None	3 Minutes	<i>OIC Division Chief DRMD</i>
	1.7 Endorse the RIS to the Chief Administrative Officer (CAO) for signature.	None	5 Minutes	<i>Administrative Assistant I DRMD</i>
2. Obtain copy of the signed RIS	2.1. Provide copy of the signed RIS to the requesting party.	None	5 Minutes	<i>Administrative Assistant I DRMD</i>
3. Proceed to the designated warehouse to pick-up / haul relief goods – presenting the approved request letter, signed RIS, and valid government issued ID.	3.1. Release the requested relief goods.	None	Within 2 hours (Note: Depends on the number of FNFI requested)	<i>Warehouse Staff GASD</i>
4. Proceed to the point of distribution.	4.1. Monitor the actual relief distribution.	None	Within 12 hours (Note: Depends on the number of FNFI requested)	<i>DRMD Staff</i>
5. Submit documentation report along with the relief distribution	5.1. Receive and review the submitted documents.	None	5 Minutes (Note: Submission is within 3 days)	<i>Administrative Assistant I DRMD</i>

sheet duly signed by the beneficiaries – certifying proof of receipt.	5.2. Filing of the received documents for record keeping purposes.	None	1 Minute	<i>Administrative Assistant I</i> DRMD
	Total:	None	14 Hours and 55 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Client shall be given a feedback form upon completion of the service requested.</p> <p>The client drops the accomplished form at the designated drop box or email it directly at drmd.foncr@dswd.gov.ph.</p> <p>Contact Information:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How feedbacks are processed	<p>Every Friday, the focal person shall consolidate and record all submitted feedback and shall be then endorse to the OIC Division Chief and the FO Management.</p> <p>For feedback requiring response, the focal person shall draft a reply and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How to file a complaint	<p>Complaints can be filed via email drmd.foncr@dswd.gov.ph with the following information:</p> <ul style="list-style-type: none"> - Name and contact information of the complainant - Name of person being complained - Incident - Evidence <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How complaints are processed	<p>The focal person shall monitor and evaluate incoming complaints on a daily basis.</p> <p>Upon evaluation, investigation shall commence –</p>

	<p>the focal person will then draft a report and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph (8-478-5093)</p> <p>PCC: pcc@malacanang.gov.ph (8888)</p> <p>CCB: email@contactcenterngbayan.gov.ph (0908-881-6565)</p>

10. Securing Travel Clearance for Minors Travelling Abroad

The Department of Social Welfare and Development is mandated to provide special protection to children from all forms of abuse, exploitation, trafficking and/or sale or any other practice prejudicial to their development. Thus, a child shall not be allowed to travel alone or be accompanied by a person other than the parent or the legal guardian to a foreign country without a travel clearance issued by the DSWD.

Service Availability

Mondays to Fridays, 8:00 a.m. to 5:00 p.m. (No Noon Break)

Office or Division:	Minors Travelling Abroad Section										
Classification:	Simple										
Type of Transaction:	G2C –Government to Citizens										
Who may avail:	<p>Filipino minors who are below eighteen (18) years old who will travel abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.</p> <p>Persons allowed to file application for travel clearance</p> <ol style="list-style-type: none"> 1. Minor's parent/s or legal guardian; 2. Minor's travelling companion; 3. A duly authorized representative of the parent/s supported by an authorization letter and valid ID of representative. 										
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2">For First Time Applicant:</td></tr> <tr> <td>1. Duly accomplished application form.</td><td>DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/download/TCUFORM2018.pdf</td></tr> <tr> <td>2. Original and Photocopy of minor's Birth Certificate</td><td>Philippine Statistics Authority (PSA)</td></tr> <tr> <td>3. Marriage Certificate of the minor's parents if legitimate child.</td><td>Philippine Statistics Authority (PSA)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	For First Time Applicant:		1. Duly accomplished application form.	DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/download/TCUFORM2018.pdf	2. Original and Photocopy of minor's Birth Certificate	Philippine Statistics Authority (PSA)	3. Marriage Certificate of the minor's parents if legitimate child.	Philippine Statistics Authority (PSA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
For First Time Applicant:											
1. Duly accomplished application form.	DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/download/TCUFORM2018.pdf										
2. Original and Photocopy of minor's Birth Certificate	Philippine Statistics Authority (PSA)										
3. Marriage Certificate of the minor's parents if legitimate child.	Philippine Statistics Authority (PSA)										

<p>If unmarried parents, Certificate of No Marriage (CENOMAR) of the mother (Original and Photocopy)</p> <p>Death Certificate of the deceased parent (if applicable), original and Photocopy</p>	
4. Notarized affidavit of consent of parents.	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
5. Valid ID of parents with specimen signatures. Copy of parent's valid passport and visa if working abroad.	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
6. Two (2) pieces recent passport size pictures of minor (white/red/blue background).	Minor applicant
7. Valid passport of the minor's travel companion. Notarized Affidavit of undertaking if travel companion is a non-relative of minor.	Travel companion of minor
8. Notarized affidavit of support and certified true copy of any evidence to show financial capability of sponsor. (Bank Statement/ Latest ITR/ Cert of Employment)	Sponsor
For Renewal:	
1. Duly accomplished application form.	DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/download/TCUFORM2018.pdf
2. Original copy of travel clearance previously issued in DSWD NCR	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
3. Notarized affidavit of consent signed by both parents, the solo parent, or the person exercising parental authority or legal custody over the minor	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
4. Valid ID of parents with specimen signatures. Copy of parent's valid passport and visa if working abroad.	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
5. Two (2) pieces recent passport size pictures of minor (white/red/blue background).	Minor applicant
6. Valid passport of the minor's travel companion. Notarized Affidavit of undertaking if travel	Travel companion of minor

companion is a non-relative of minor.				
7. Notarized affidavit of support and certified true copy of any evidence to show financial capability of sponsor. (Bank Statement/ Latest ITR/ Cert of Employment)		Sponsor		
For study / educational tour, international sports activities, international competition, exchange student:				
8. Certified list of participants from the school or local organization with letter head and signature of official head.		Local Organization/ School		
9. Signed invitation from the agency/organization abroad with itinerary of travel.		Organization Abroad		
<i>Note: Additional supporting documents may be required by the social worker upon interview depending on the nature of travel.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the screening area of MTAS for registration	1. Provide application form to applicant	None	7 minutes	Social Welfare Officer II MTAS
2. Fill-out and submit the application form and all applicable documents as required	2.1. Check and review the completeness of details provided in the application form and the submitted documents. 2.2. Give queuing number for the interview. If exempted, issue photocopy of A.O.#12 series of 2017	None	7 minutes	Social Welfare Officer II MTAS Admin Aide IV MTAS
3. Proceed to Social Welfare Officer of	3.1. Validate and assess veracity of information	None	25 minutes or depends on the case of the applicant	Social Welfare Officer II MTAS

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	minor in the monitoring and watch list.			
4. Submit Payment Slip / Order of Payment	4.1. Validate order of payment and other attachments 4.2. Write details on the receipt	None	5 minutes	<i>Admin Officer I</i> Cash Section
5.1. Pay the amount stipulated on the official receipt. 5.2. Sign on the receipt	5.1. Collect the Cash 5.2. Issue Official Receipt	P300.00 valid for One (1) year P600.00 valid for Two (2) years	5 minutes	<i>Admin Officer I</i> Cash Section
6. Present Receipt to MTAS Social Worker	6.1. Prepare the Travel Clearance Certificate 6.2. Encode details on the Blue Card 6.3. Encode in the data bank 6.4. Sign the Blue Card	None	30 minutes	<i>Admin Aide IV</i> MTAS <i>Admin Aide IV</i> MTAS <i>SWO III</i> MTAS <i>Regional Director</i> FO-NCR
7. Receive / claim the travel clearance certificate	7. Release the travel clearance certificate	None	3 minutes	<i>Admin Aide IV</i> MTAS
TOTAL		Php 300.00 / Php 600.00	1 hour, 12 minutes This does not	

		include waiting time	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form and drop into the box or send to travelclearance_dswd@yahoo.com . MTAS Contact Info: 8-310-1435
How feedbacks are processed	The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.
How to file a complaint	To file a complaint against the a staff of MTAS, provide the following details via email: <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complaint - Evidences - Name of the person being complained Send the complaints to travelclearance_dswd@yahoo.com .
How complaints are processed	The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.
Contact information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

11. Acceptance of Donation

This is a procedural flow per MC 9 series of 2006 to properly account, document and control the receipt and utilization of all donations whether in cash or in kind, from domestic or foreign sources

Office or Division:	Receipt and documentation of donations is an inter-office transaction between the receiving C/RCF and Cash Section of Administrative Division
Classification:	Simple

Type of Transaction:	Government to Citizens			
Who may avail:	Private Donors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Not Applicable			Not Applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. In-kind Donation				
1. Coordinate with the center regarding the priority needs of the center.	1. Provide copy of wish list.	None	5 minutes	<i>Officer of the Day C/RCF</i>
2. Drop the donation in the center.	2.1. Accept donations (Inspect/Check the items)	None	2 minutes	<i>Donation Committee C/RCF</i>
	2.2. Prepare Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	4 minutes	<i>Donation Committee C/RCF</i>
3. Sign and receive the Acknowledgement Receipt for Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	3.1. Issue ARDR to the donor	None	1 minute	<i>Donation Committee C/RCF</i>
	3.2 Record to the Donation Logbook	None	3 minutes	<i>Donation Committee C/RCF</i>
	3.3 Turnover donated items to Supply Officer for storage	None	5 minutes	<i>Donation Committee/ Supply Officer C/RCF</i>
	3.4 Supply Officer stores donated items in the stock room	None	5 minutes	<i>Supply Officer C/RCF</i>
	3.5 Inventory of	None	5 minutes	<i>Supply Officer C/RCF</i>

	Donated Items and Records in Stock Card 3.6 Files Stock Cards in Filing Cabinet 3.7 Preparation and submission of monthly Donation/Resource Generation Report 3.8 Safekeeping of Donation Documents	None None None	3 minutes 30 minutes 1 minute	<i>Supply Officer</i> C/RCF <i>Donation Committee and</i> AA-IV C/RCF <i>Chairperson</i> Donation Committee C/RCF
TOTAL			1 hour and 4 minutes	
B. Cash/ Cheque Donation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop the donation in the center	1.1. Accept donation (Account Cash / check details on the cheque)	None	2 minutes	<i>Donation Committee</i> C/RCF
	1.2. Prepare Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	4 minutes	<i>Donation Committee</i> C/RCF
2. Sign and receive the ARDR and DDA	2.1 Issue ARDR to the donor	None	1 minute	<i>Donation Committee</i> C/RCF
	2.2 Record to the Donation Logbook	None	3 minutes	<i>Donation Committee</i> C/RCF
	2.3 Prepare endorsement to	None	10 minutes	<i>Liason/AA-IV</i> C/RCF

	the Field Office			
	2.4 Sign the DDA and endorsement letter	None	30 seconds	<i>Head Social Worker C/RCF</i>
	2.5 Notarization of DDA	None	30 minutes	<i>Liason/AA-IV C/RCF</i>
	2.6 Turn-over of Donation	None	(within 24 hours)	<i>Liason/AA-IV C/RCF</i>
	2.7. Check donation documents	None	5 minutes	<i>Admin Officer I Cash Section</i>
	2.8. Issue Official Receipt	None	5 minutes	<i>Admin Officer I Cash Section</i>
3. Receive Official Receipt and copy of Notarized DDA	3. Provide OR and Notarized DDA to the Donor	None		<i>Donation Committee C/RCF</i>
TOTAL			2 days, 30 seconds	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Bayan Muna Committee checks the suggestion box daily and validate each complaint
Contact Information of the Center	MARILLAC HILLS: mh.foncr@dswd.gov.ph Tel. No. (02) 807-1585/ 807-1589 Mobile No. 0999-679-8571/ 0927-002-5626

12. Process of Case Management at Haven for Children

Case Management is a process where the referring parties and the rehabilitation team of the center interacts with each other to put in order services towards the development and rehabilitation of the client.

Office or Division:	Haven for Children	
Classification:	Simple	
Type of Transaction:	Government to Government Government to Citizen	
Who may avail:	Referring Party C/MSWDO NGO Client Category: Former male street children ages 7 to 13 years old recovering from substance abuse who are reached out from the streets	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Pre-Admission Phase		
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party	City / Municipal Social Welfare and Development Office Non-government Organization	
2. 1 Original copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and head of Office	City/Municipal Social Welfare and Development Office Non-government Organization	
3. 1 Police Blotter Report	Local Police Station with jurisdiction over the locality / community where the child was reached out	
4. 1 Original copy of medical certificate and laboratory result of chest x-ray, urinalysis, stool, CBC, platelet count, drug test	Any government accredited medical facility	
5. 1 School Record (Form 137 and Form 138)	Former School of child	
6. 1 photocopy of Birth Certificate	Philippine Statistic Authority	
7. 1 photocopy of Baptismal Certificate	Any church-based offices that issue	

		Baptismal Certificate		
Discharge Phase				
Parenting Capability Assessment Report (PCAR)		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Coordinate with the Center on the availability of slot and requirements	1. Provide information and/or details pertaining to available slots and documents for submission	None	5 minutes	SWO II/Officer of the Day HFC
2. Submit the referral documents	2.1. Record receipt of referral documents	None	2 minutes	Admin Aide IV HFC
	2.2. Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	Center Head / OIC HFC
	2.3. Prepare letter to acknowledge the documents received and to invite the referring party for a pre-admission conference.	None	5 minutes	Supervising Social Worker HFC
	2.4. Review and/or sign acknowledgement letter cum invitation for pre-admission	None	1 minute	Center Head / OIC HFC
	2.5. Send letter to the referring party		5 minutes	Admin Aide IV

		None		HFC
3. Attend the pre-admission conference	3.1. Review documents and assess client's eligibility for admission	None	1 hour	<i>Rehabilitation Team</i> HFC
	3.2.a. If eligible, schedule date of admission	None	5 minutes	<i>Center Head /OIC</i> HFC
	3.2.b. if ineligible, explain the grounds and provide alternative options for the referring party	None	10 minutes	<i>Center Head/OIC</i> HFC
	3.3. Prepare confirmation of agreements	None	10 minutes	<i>Supervising Social Worker</i> HFC
	3.4. Review and/or sign the confirmation of agreements	None	2 minutes	<i>Center Head/OIC</i> HFC
	3.5. Send the confirmation of agreements to the referring party	None	5 minutes	<i>Admin Aide IV</i> HFC
TOTAL: (this does not include waiting time)			if eligible If ineligible	1 hour, 45 min 1 hour, 40 min
Admission Phase				
1. Present the child for admission	1.1. Accomplish Admission slip	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC
	1.2. Endorse client to respective services for the admission protocols	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC

Total: (this does not include waiting time)			20 minutes	
Pre-Discharge Phase				
1. Submit Parenting Capability Assessment Report (PCAR)	1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV HFC</i>
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC HFC</i>
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	<i>SWO II/Case Manager HFC</i>
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker HFC</i>
	1.5. Transmit signed letter	None	5 minutes	<i>Center Head/OIC HFC</i> <i>Admin Aide IV HFC</i>
Total (this does not include waiting time)			17 minutes	
Discharge Phase				
1.1. Attend Pre-discharge Conference	1.1. Present discuss the status of the child, development and those areas needing follow through actions	None	20 minutes	<i>Rehabilitation Team HFC</i>
1.2. Commit to tasks set for after care services	1.2. Set tasks /assignment and elicit commitment of the child / family / receiving LGU	None	20 minutes	<i>Supervising Social Worker HFC</i>
1.3. Sign the discharge slip	1.3. Sign Discharge Slip	None	10 minutes	<i>Rehabilitation Team HFC</i>
	1.4. Prepare	None	15 minutes	<i>SWO II/Case Manager</i>

	confirmation of agreements			
	1.5. Review and/or sign agreements	None	5 minutes	HFC <i>Supervising Social Worker</i> HFC
	1.6. Transmit agreements to the receiving LGU	None	5 minutes	<i>Center Head/OIC</i> HFC <i>Admin Aide IV</i> HFC
Total (this does not include waiting time)			1 hour, 15 min	
Termination Phase				
1.1. Submit After Care Report	1.1. 1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV</i> HFC
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC</i> HFC
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	SWO II/Case Manager HFC
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> HFC <i>Center Head/OIC</i> HFC
	1.5. Transmit signed letter	None	5 minutes	<i>Admin Aide IV</i> HFC
	1.6. Prepare termination documents for case archiving	None	20 minutes	SWO II/Case Manager HFC
TOTAL (this does not include waiting time)			37 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house.
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received. Those issues and concerns will be subject for General Staff Meeting to look for the underlying problem and its solutions.
How to file a complaint	Complaints can be filed thru written or verbal report.
How complaints are processed	The Officer of the Day will attend to the report as soon as it is received. The complaint of the resident is discussed between the social worker on case and the concerned staff and/or resident.
Contact Information	Haven for Children (02) 8807-1595

DSWD FIELD OFFICE CARAGA

External Services

1. ACCREDITATION OF PRE-MARRIAGE COUNSELORS

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section – Policy and Plans Division
Classification:	Highly Technical (20 working days)
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished Application Form 	<ul style="list-style-type: none"> DSWD Field Office Caraga - Standards Section https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 	<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
<ul style="list-style-type: none"> <i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i> <p>6. Any of the following as proof that the applicant is a graduate of four (4) year course:</p> <p>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</p> <p>b. Certified photocopy of valid PRC ID.</p> <p>7. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;</p> <p>8. Any of the following as proof</p>	

<p>that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:</p> <ul style="list-style-type: none"> c. Certification from immediate Supervisor; or d. An approved resolution. <p>9. 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; and</p> <p>10. Other documents to be made available during the assessment visit.</p> <ul style="list-style-type: none"> a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. 	
<p>FOR RENEWAL</p> <p>5. 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.</p> <p>6. 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 (<u>Annex D</u>);</p> <p>7. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</p>	<ul style="list-style-type: none"> • DSWD Field Office Caraga - Standards Section • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <u>Annex D. PMC Form</u> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <u>Annex C. PMC Form</u>

<p>8. Other documents to be made available during the validation visit.</p> <p>d. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>e. Accomplished and consolidated result of client feedback/satisfaction survey (See <i>Annex F</i> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p> <p>f. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
C. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office Caraga	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
STEP 2: Submit/file application and supporting documents at Field Office – Standards Section	Receive the documentary requirements and shall provide the applicant with an application reference number for easy tracking and reference.	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
STEP 3: Awaits for acknowledgement or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found</p>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office -

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>			Standards Section)
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Field Office - Standards Section)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 5: Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling session;</p> <p>; and</p> <p>c. Exit Conference</p>	None	2 working days	Technical Staff or Officer of the day (Field Office - Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
STEP 6: Awaits the approval of the application/ confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of the documents</p>	None	7 working days	<p>Technical Staff/ Section Head/ Division Chief/</p> <p>Support Staff</p> <p>Regional Director</p>
STEP 7: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL				
For Complete and Compliant:		None	20 working days	
For Complete Requirements with Areas for Compliance:		None		

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p>
How feedbacks are	Every 1 st week of the month, your feedbacks are

processed	consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga-HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Standards Section 2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

2. AUGMENTATION OF WELFARE GOODS

This refers to the request for the augmentation of welfare goods to the local government units affected disasters/calamities.

Office or Division	Disaster Response Management Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units and Other Requesting Agency			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
LOCAL GOVERNMENT UNITS				
Disaster Report using the prescribed DROMIC Forms		Client		
Request Letter signed by Local Chief Executives or any authorized representative		Client		
OTHER REQUESTING AGENCIES				
Request Letter signed by the Authorized Approving Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Validation on the completeness of the documents <i>* If the requirements are lacking, inform the requesting party on the needed documents</i>	None	30 minutes	Disaster Focal
	Confirmation and verification of information thru the submitted disaster reports	None	20 minutes	Disaster Focal/DROMIC Focal
	Approving of the request	None	5 minutes	DRRS Head and Chief of the Division
	Inform the requesting party that the request is approved/disapproved	None	5 minutes	Disaster Focal
	Preparation of the Request of Issuance Slip (RIS)	None	5 minutes	Administrative Assistant(RROS)
	Approving of RIS	None	5 minutes	DRRS Head and Chief of the Division
	Coordinate with the Warehousing Unit on the release of welfare goods	None	5 minutes	Disaster Focal, Warehousing Unit Head
	Loading and releasing of the welfare goods	None	1 hour and 30 minutes	Disaster Focal, Warehousing Unit Head
	Delivery of the goods to the affected LGU	None	1 day	Disaster Focal, Warehousing Unit Head
2. Distribution of the welfare goods to the beneficiaries	Distribution of welfare goods to the beneficiaries	None	1 day	DRMD Staff and Field Staff
TOTAL		None	2 days, 2 hours and 47 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of
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	<p>the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173</p> <p>Regional Resource Operation Section: Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173</p> <p>E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>Regional Resource Operation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

3. EMERGENCY SHELTER ASSISTANCE (ESA)

This refers to the provision of Emergency Shelter Assistance to local government units affected by disasters/calamities with validated partially or totally damaged houses.

Office or Division	Disaster Response Management Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Disaster Report using the prescribed DROMIC Forms			Client	
* Proposal signed by Local Chief Executives or any authorized representative			Client	
* Rehabilitation Plan signed by Local Chief Executives or any authorized representative			Client	
* Validation Report signed by Local Chief Executives or any authorized representative			Client	
* Validated Masterlist signed by Local Chief Executives or any authorized representative			Client	
* ESA Application Form duly filled by the beneficiaries			Client	
* Client may coordinate with the office/division for the proper template of the documents.				
Note: This request only applies when the Work and Financial Plan (WFP) submitted by the Field Office has already been approved by the Central Office for funding.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted ESA requirements	None	30 minutes	Disaster Focal
	Technical Review and Approving of the request	None	2 day	DRRS Head, DRMD Chief and Regional Director/Approving Officer
	Preparation of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and	None	30 minutes	Administrative Assistant

	Time Tally Sheets			
	Approving of CAP, DV and CA to the Finance and Management Division and the Regional Director/Approving Officer	None	9 working days	Finance and Management Division, Regional Director/Approving Officer
	Coordinate with the LGU thru the C/MSWDO on the schedule of payout	None	15 minutes	DRRS Staff
2. Assist in the conduct of payout to the beneficiaries	Distribution of ESA to the beneficiaries	None	1 day	DRMD Staff and payout masters
TOTAL		None	12 working days, 1 hour and 17 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.

Contact Information of CCB, PCC, ARTA	Disaster Response and Rehabilitation Section 3 rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)
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4. FOOD-FOR-WORK ASSISTANCE

This refers to the provision of Food-for-Work assistance to local government units to conduct activities relating to disaster preparedness and early recovery and rehabilitation

Office or Division	Disaster Response Management Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
* Project Proposal signed by the Local Chief Executive or any authorized representative			Client	
* Masterlist of beneficiaries signed by the Local Chief Executive or any authorized representative			Client	
* Client may coordinate with the office/division for the proper template of the documents.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted FFW requirements	None	30 minutes	Disaster Focal
	Technical Review and Approving of the request	None	2 working days	DRRS Head, DRMD Chief and Regional Director/Approving Officer
	Inform the requesting party that the request is	None	5 minutes	Disaster Focal

	approved/disapproved			
	Preparation of the Request of Issuance Slip (RIS)	None	5 minutes	Administrative Assistant
	Approving of RIS	None	5 minutes	DRRS Head and Chief of the Division
	Coordinate with the Warehousing Unit on the release of welfare goods	None	5 minutes	Disaster Focal, Warehousing Unit Head
	Loading and releasing of the welfare goods	None	1 hour and 30 minutes	Disaster Focal, Warehousing Unit Head
	Delivery of the goods to the affected LGU	None	1 day	Disaster Focal, Warehousing Unit Head
2. Distribution of the welfare goods to the beneficiaries	Distribution of welfare goods to the beneficiaries	None	2 working days	DRMD Staff and Field Staff
Total			5 days, 2 hours and 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.

Contact Information of CCB, PCC, ARTA	Disaster Response and Rehabilitation Section 3 rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)
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5. IMMERSION OUTREACH PROGRAM/GOVERNMENT INTERNSHIP PROGRAM

The **Immersion Outreach Program (IOP)** is one of the component program of Kabataan 2000 which aims to instill a sense of volunteerism and community service to the less privileged youth of the society. An opportunity for the youth to learn new life skills and augment daily sustenance and future school needs.

GOVERNMENT INTERNSHIP PROGRAM (GIP) is also a component of Kabataan 2000 Program developed to provide opportunities for in-school youth to have hands-on experience working in various government agencies. This work experience can later help them as they eventually join the workforce.

Office or Division:	Protective Services Division			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government G2C-Government to Client			
Who May Avail:	18-25 years old Out of School Youth for Immersion Outreach Program (IOP) In-School Youth-Government Internship Program (GIP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Income Tax Return(ITR)/ Barangay Certificate of Indigency			Bureau of Internal Review/ Barangay	
Birth Certificate			Local Civil Registrar/ Philippine Statistics Authority	
School Records			Last School attended	
Endorsement Letter			Local Social Welfare and Development Office (LSWDO)s	
IOP/ GIP Application Form			LSWDO/Sectoral Section	
Application Process				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The LSWDO will send an endorsement letter to FO together with the complete	1. Review documents of and preparation of applicant matrix.	None	5 days	Sectoral Section; Youth Focal Person

requirements of applicant/s.	1.1 Endorsement of applicants to Technical Working Group for approval 1.2 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.			Technical Working Group
2. Attend program orientation and sign Undertaking and NDA.	2.1 The youth focal person will conduct a program orientation to all program beneficiaries. 2.2 Facilitate individual signing of undertaking and Non-Disclosure Agreement (NDA).	None	1 hour	Sectoral Section
3. Start of internship in their respective area of assignment.	3.1 Coordinate with LSWDO/YFP on the monitoring of performance program beneficiaries weekly after deployment.	None	15 minutes per LGU	Sectoral Section; Youth Focal Person
TOTAL		No fees	6 days	
Release of Stipend				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Daily Time Record			Client	
Accomplishment Report			Client	
Photo Documentation			Client	
Feedback Form			LSWDO/Division/Unit Assigned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the required documents.	1. Review documents and prepare payroll.	None	1 day	Youth Focal Person
	1.2 Forward to Division Chief for Review and Recommending Approval.	None	1 hour	Protective Services Division Chief
	1.3 Forward to Finance Management Division for Financial Transactions.	None	6 days	Financial Management Division
	1.5 Inform program beneficiaries on the availability of stipend.	None	2 hours	Youth Focal Person
2. Claim stipend and Fill-out Customer Satisfaction Survey/Feedback	2.1 Facilitate release of stipend.	None	10 minutes	Youth Focal Person
	2.2 Facilitate filling-out of client satisfaction survey/feedback			
TOTAL		No fees	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106

6.ISSUANCE OF CERTIFICATE OF CONSENT TO ADOPTION AND PRE-ADOPTION PLACEMENT AUTHORITY

Adoption is a socio-legal process of providing a permanent family to a child whose parents have voluntarily or involuntarily relinquished parental authority over the child.

Office or Division:	Protective Services Division – Adoption Resource and
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	Referral Unit (PSD-ARRU)		
Classification:	Highly Technical		
Type of Transaction	G2C – Government to Citizens		
Who may avail:	Any Filipino Citizen or alien possessing qualifications stipulated in R.A. 8552 or the Domestic Adoption Act of 1998		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Authenticated Birth Certificate		Philippine Statistics Authority	
2. Marriage Contract or Divorce, Annulment, Declaration of Nullity, or Legal Separation Documents		Philippine Statistics Authority, Regional Trial Court	
3. Written consent to the adoption		To be executed by the legitimate and adopted sons/ daughters, and illegitimate sons/ daughters if living with the applicant, who are at least ten (10) years old	
4. Physical and medical evaluation and when appropriate, psychological evaluation		Duly licensed physician and duly licensed psychologist	
5. NBI or Police Clearance		NBI or any Police Station where the applicant resides	
6. Latest Income Tax Return/ Certificate of Employment/ Savings Account		Bureau of Internal Revenue, Employer, Banks	
7. Three (3) Character References		Any non-relative member of the immediate community who have known the applicants for at least 3 years	
8. 3x5 sized pictures of the applicant(s) and his/ her/ their immediate family taken within the last three (3) months		Photo printing service provider	
9. Certificate of attendance at a pre-adoption forum or seminar		Adoption Resource and Referral Unit	
10. Affidavit of Temporary Custody from persons who will provide custody to the adoptee in case of untimely death of adoptive parents		Any individual or couple to be identified by the applicant/s	
11. For foreign applicant/s			
11.1 Certification of Legal Capacity to Adopt		Embassy in the country where the applicant resides	
11.2 Certificate of Residence in the Philippines		Bureau of Immigration or Department of Foreign Affairs	
11.3 Two (2) character reference		From non-relatives who knew the applicant/s in the country of which	

11.4 Police Clearance 11.5 Home Study Report; if not possible/available, a Certification regarding the same should be executed by the Central Authority or Embassy		he/she is a citizen/resident prior to residing in the Philippines From all places of resident in the past two (2) years prior residing in the Philippines ICAB accredited Foreign Adoption Agency or Central Authority/Embassy		
12. Additional requirements as may be needed by the social worker				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Inquiry	1.1 The ARRU Clerk facilitates the client to log in the logbook and assist the client to any ARRU social worker available	None	6 minutes	AA II-ARRU Clerk/ SWO II/III-ARRU Social Worker
	1.2 The social worker conducts initial interview and provides checklist of requirements and schedule of Adoption Forum		1 hour	SWO II/III-ARRU Social Worker
2. Attendance of the client to the Adoption Forum	2.1 ARRU social worker conducts Adoption Forum		1 day	SWO II/III-ARRU Social Worker
3. Submission of the Application for Adoption together with the complete Adoption documentary	3.1 Review of the completeness and veracity of the documents submitted 3.2 The social worker to		30 minutes	Prospective Adoptive Parents/ SWO II/III-ARRU Social Worker

requirements (2 sets: 1 original and 1 photocopy)	schedule home visit to the applicant			SWO II/III - ARRU Social Worker/Case Manager
4. Personal interview to the applicant/s	4.1 Conduct of interview to the applicant/s, members of the family and the character references identified by the applicant/s		15 working days	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager
	4.2 Preparation of Home Study Report (HSR)		15 working days	SWO II/III - ARRU Social Worker/Case Manager
	4.3 The ARRU head review and provide comments on the HSR and other attached documents		5 working days	ARRU Head
5. Submission of additional documents and information based on the review of the ARRU head	5.1 Revision of HSR		15 working days	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager
	5.2 Submit the dossier for review by PSD-Division Chief and for eventual approval/disapproval of the Regional Director		6 working days	
	5.3 If approved; prepare documents and include the applicants in the roster of applicants for matching		3 working days	SWO II/III - ARRU Social Worker/Case Manager
	5.4 Case presentation to the matching conference		1 hour	Case Manager/ Regional Child Welfare

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court	Adoptive Parents in Filing the Petition			Parents
10. Have the custody of the adoptive child	10.1 Continuous monitoring of the case until the Adoption Decree, Certificate of Finality and New Birth Certificate of the Child be issued. 10.2 Provision of Post-adoption Services		2 years	SWO II/III - ARRU Social Worker/Case Manager
TOTAL		None	2 years, 117 days, 2 hours and 36 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO
How feedback are processed	ARRU clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the Personnel Section to be processed for immediate action (if there are any)
How to file a complaint	Complaints can be written in Client Satisfaction Survey form, through text/call in the contact information provided and through formal letter complaint stating the following: Name of complainant (optional) Narration of the complaint
How complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	ARRU Section Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R.Palma St., Butuan City Tel. Nos.: (085) 342-5619 to 20 loc.115 Telefax: (085) 815-9173 Email: adoption.focrg@dswd.gov.ph ARTA- complaints@arta.gov.ph CSC- 0917-839-8272

	Para sa taumbAYAN hotline: 8915-2575 8951-2576 8932-0111 PCC- 8888 CCB: 0908 -881-6565 (SMS)
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7. ISSUANCE OF CERTIFICATE OF AUTHORITY TO CONDUCT REGIONAL FUND RAISING CAMPAIGN TO INDIVIDUAL, CORPORATION, ORGANIZATION OR ASSOCIATION

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

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division)		
Classification:	Complex (7 working days)		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
B. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
4. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">• DSWD Field Office Caraga - Standards Section• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form	
5. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies.</i>		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
6. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307	

that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
7. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
8. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
9. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> with intended beneficiary/recipients
10. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	<ul style="list-style-type: none"> with the agency that allows applicant to undertake solicitation activities in their jurisdiction
11. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) , of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-007: Fund Utilization Report

C. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) , of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority	<ul style="list-style-type: none"> Applicant <p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PS-F-007: Fund Utilization Report</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office Caraga	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 3: Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary requirements including	None	*15 minutes	Focal Person - Standards Section - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>1.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person - Standards Section - DSWD Field Office
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 If applicant is compliant to requirements: Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If found incomplete or non-compliant: 1.1 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval; 1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed.</i>			
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter 1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working days	
For Incomplete Submission:		None	30 minutes	

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

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i>

	(DSWD – FO Caraga- HRMDD 001-F-001) from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number for Standards Section, to wit: Standards Section 2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

8. ISSUANCE OF FOSTER CARE LICENSE AND FOSTER CARE PLACEMENT AUTHORITY LICENSES TO FOSTER FAMILIES

Foster Care is a planned substitute parental care to a child by a licensed family when his/ her biological parents are unable to care for him/ her temporarily. It is temporary in nature and has a goal to return the child to his/ her biological family or prepare him/ her for permanent placement such as adoption.

Office or Division	Protective Services Division- Adoption Resource and Referral Unit
Classification	Complex
Type of Transaction	G2G-Government to Government, G2C-Government to Citizens

Who may avail	Prospective Foster Family/Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Child's Requirements	
1. Child Study Report	Licensed Social Worker from DSWD, Provincial/City or MSWDO
2. Birth/Foundling Certificate	Philippine Statistics Authority
3. Health and Medical Profile	Licensed Medical Doctor/Physician
4. Psychological Evaluation for 5 years old and above, if applicable	Licensed Psychologist
5. Recent Photograph	Photo Studio
6. Consent for Foster (if 10 years old and above)	Child
Prospective Foster Family Requirements	
1. Home Study Report	Licensed Social Worker from DSWD, Provincial/City or MSWDO
2. Police Clearance/NBI	Police Station where the applicant resides
3. Brgy. Certification of Residency	Barangay where the applicant resides
4. Marriage Contract	Philippine Statistics Authority
5. Birth Certificate	Philippine Statistics Authority
6. Medical Certificate	Licensed Medical Doctor
7. Latest Income Tax	Bureau of Internal Revenue (BIR)
8. Three Character References	Non-relatives who know the applicant
9. Certificate of Good Moral Character	Barangay where the applicant resides
10. Recent Family Picture	Applicant
11. Certificate of Attendance to Foster Care Forum/Seminar	DSWD Field Office

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
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1. Inquire	1.1 Facilitate the client to login the logbook	None	2 minutes	AA II-ARRU Clerk
	1.2 Assist client to any Social Worker in ARRU	None	1 minutes	AA II- ARRU Clerk
	1.3 Conduct initial interview to the client	None	30 minutes	SWO II/III-Foster Care Social Worker
	1.4 Provide applicants the checklist of requirements	None	5 minutes	SWO II/III-Foster Care Social Worker
2. Attend Foster Care Forum/ Seminar	2.1 Schedule Foster Care Forum	None	2 minutes	SWO II/III-Foster Care Social Worker
	2. 2 Communicate and confirm Prospective Foster Parents for the scheduled forum	None	1 minute	SWO II/III-Foster Care Social Worker
	2.3 Assist participants in filling-out the Registration Form	None	2 minutes	SWO II/III-Foster Care Social Worker
	2.4 Conduct Foster Care Forum	None	3-4 hours	SWO II/III-Foster Care Social Worker
	2.5 Prepare Foster Forum Certificate	None	30 minutes	SWO II/III-Foster Care Social Worker)
	2.6 Issue approved Foster Forum certificate	None	3 working days	SWO II/III-Foster Care Social Worker
3. Comply and submit COMPLETE required documents	Check authenticity and completeness of documents	None	25-30 minutes	SWO II/III-Foster Care Social Worker
4. Respond to interviews and provide relevant information to the questions asked by the Social Worker assigned	4.1 Assess foster family by conducting home visits and interviews and gather collateral information for Home Study Report	None	2 weeks-1 month	SWO II/III-Foster Care Social Worker
	4.2 Prepare Foster Care Application and	None	30 minutes	SWO II/III-Foster Care Social Worker

	folder containing complete requirements for Home Study Report			
5. Follow-up the assigned Social Worker on the status of the submitted documents to be updated.	5.1 Prepare Home Study Report	None	30 minutes	SWO II/III-Foster Care Social Worker ARRU Focal Person
	5.2 ARRU Head review and provide comments for the enhancement of the HSR	None	1 day	
	5.3 Revise Home Study Report and endorse back to ARRU Head	None	3 working days	
	5.4 Submit Final report to PSD Chief	None	1 day	SWO II/III-Foster Care Social Worker PSD Chief
	5.6 Endorse the final HSR to Regional Director	None	1 day	AA III- PSD Clerk
	5.7 Approval of Home Study	None		Regional Director
6. Accept responsibility and accountability as indicated in the license	6.1 Prepare Foster Family Care License for RD's approval	None	30 minutes	SWO II/III-Foster Care Social Worker
	6.2 Approval of the Foster Care License (valid for 3 years unless revoked)	None	30 minutes	Regional Director
7. Wait for the advice of the Social Worker for the matching of the foster child	7.1 Prepare documents to be presented in the matching conference	None	30 minutes	SWO II/III-Foster Care Social Worker
	7.2 Invite RCWSG committee and Social Workers for matching conference	None	5 minutes	SWO II- Regional Matching Conference Secretariat
	7.3 Case presentation by the case managers	None	30 minutes to 1 hour	
	7.4 Deliberation of the case	None	30 minutes- 1 hour	SWO II/III-Foster Care Social Worker Child Welfare Specialist Group Members
	7.5 Facilitate the signing of matching conference result	None	10 minutes	
	7.6 Facilitate Signing	None	15 minutes	SWO II-Regional Matching Conference

	of Matching Resolution 7.7 Endorse the matching result to PSD Chief 7.8 Approved matching result	None None	1 day 30 minutes	Secretariat SWO II-Regional Matching Conference Secretariat Regional Director
8. Submit letter expressing acceptance of the matched child	8.1 Prepare/Issue the Foster Care Placement Authority (valid for 1 year) 8.2 Inform the Foster Parent about the matching result and facilitate an acceptance letter	None None	5 minutes 3 working days	SWO II/III-Foster Care Social Worker SWO II/III-Foster Care Social Worker
9. Execute acceptance letter	9.1 Received acceptance letter 9.2 Conduct case conference to discuss the case of the child and responsibilities of the foster parents	None None	3 minutes 2 hours	SWO II/III-Foster Care Social Worker SWO II/III-Foster Care Social Worker
10. Receives the child into their care	Facilitate actual Placement of Child with Foster Family	None	1 working day	ARRU Focal Person; SWO II/III-Foster Care Social Worker
TOTAL			1 Year, 1 month, 15 days, 13 hours and 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO
How feedback are processed	ARRU clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the Personnel Section to be processed for immediate action (if there are any)

How to file a complaint	Complaints can be written in Client Satisfaction Survey form, through text/call in the contact information provided and through formal letter complaint stating the following: Name of complainant (optional) Narration of the complaint
How complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	ARRU Section Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R.Palma St., Butuan City Tel. Nos.: (085) 342-5619 to 20 loc.115 Telefax: (085) 815-9173 Email: adoption.focrg@dswd.gov.ph ARTA- complaints@arta.gov.ph CSC- 0917-839-8272 Para sa taumbAYAN hotline: 8915-2575 8951-2576 8932-0111 PCC- 8888 CCB: 0908 -881-6565 (SMS)

9. ISSUANCE OF PANTAWID PAMILYA CERTIFICATION

This service has been offered in order to facilitate clients inquiring for their membership to the Pantawid Pamilyang Pilipino Program. Pantawid Pamilyang Information System (PPIS) is used as main tool for status verification of applicants categorized as active, inactive, appealable, graduated and even delisted beneficiaries.

Office or Division:	Promotive Services Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Pantawid Pamilya Members and/or Authorized Representative/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program	

Pantawid Pamilya ID		Requester/s or Authorized Representative/s		
Representative				
Authorization to Inquire Status with original signature (in line with Republic Act 10173 or Data Privacy Act of 2012)		Person being represented		
Pantawid ID or any valid government-issued IDs (1 original and 1 photocopy)		DSWD, Pag-IBIG, LTO, BIR, PhilHealth, Comelec		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Complaints Center (PACC) and present the purpose	1. Attending staff to ask the client's purpose 1.1 Issue referral slip 1.2 Direct the client/s to Pantawid Pamilyang Pilipino Program Office	None	2 minutes	PACC Desk Officer and/or clerk
1. Submit the requirements to the attending staff	2. Attending staff to check the requirements based on the checklist 2.1 Issue Acknowledgement Slip to client once checked NOTE: Additional documents may be required under special circumstances.	None	3 minutes	PDO I / Regional Systems Focal Person
3. Interview with the Attending staff / Regional Systems Focal Person/s	3. Attending Staff conducts interview with the client/s 3.1 Conduct interview to client/s and records pertinent information 3.2 Answers further queries, issues or concerns	None	5 minutes	PDO I / Regional Systems Focal Person

4. Fill up the Request Form and answer further questions if there is.	4. Check the details of the clients in the Pantawid Pamilya Information System (PPIS) to determine the membership status of the household. 4.1 Issue acknowledgement slip to client once the accomplished form is processed.	None	10 minutes	<i>PDO I / Regional Systems Focal Person</i>
5. Check the correctness of the details/ information reflected in the Certification	5. Prepare the Certification 5.1 Facilitate its approval 5.2 Give to the client the certification once approved	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i> <i>Regional Program Coordinator / Asst. RPC / Alternates</i>
6. Accomplish the Client Satisfaction Survey Form	6. Administer the Client Satisfaction Survey Form to clients and issues acknowledgement receipt as proof that the transaction is successfully done.	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i>
TOTAL:		No Fees	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending Pantawid Pamilya staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	Every 5 th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms within the Regional Program Management Office (RPMO) - Pantawid Pamilyang Pilipino Program and results are reviewed by Regional Program Coordinator. Approved monthly consolidation is submitted to the Promotive Services Division and to be forwarded to the Human Resource and Management Development

	<p>Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p>
How to file complaints?	<p>Citizen with complaints relative to Pantawid Pamilyang Pilipino Program and / or the availed services may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via Pantawid Hotline (09658354188) or e-mail (pantawid.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence
How complaints are processed?	<p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p>
Contact Information	<p>For Pantawid Pamilyang Pilipino Program concerns, you may contact:</p> <p>Pantawid Hotline - 09658354188</p> <p>Pantawid e-mail address – pantawid.focrg@dswd.gov.ph</p>

10. ISSUANCE OF TRAVEL CLEARANCE TO MINORS TRAVELLING ABROAD

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

Office or Division:	DSWD Caraga XIII (MTA-Protective Services Division)
Classification:	Simple

Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Minors Travelling Alone to a Foreign Country for the First Time		
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph	
2. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where minor resides	
3. PSA issued Birth Certificate of the minor	Philippine Statistics Authority (PSA)	
4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or Religious leader PSA CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition, Shariah Court or Religious Leader	
5. Notarized Affidavit of Consent or Written Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)	
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant	
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement etc.	Applicant	
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Applicant	
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained	
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the	Applicant	

travel of the child	
For Succeeding Travel of Unaccompanied minor or Travelling Alone	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
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	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)
3. Original Copy of the Previous Travel Clearance	Applicant
4. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture is allowed	Applicant
5. Unaccompanied Minor Certificate from the Airline	Airline Company
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	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
2. Copy of the PSA issued Birth Certificate of the minor	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	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID for Solo Parents, Court Decree of Separation, Annulment or Divorce for illegitimate minors, CENOMAR from PSA; in case of	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court

deceased parent/s, copy of the Death Certificate	
5. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant
6. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
C. Minors travelling subsequently with a person other than the Parents or Legal Guardian	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
2. Original Copy of the Previous Travel Clearance	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	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)
4. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant
5. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
Additional Requirements for Minors Under Special Circumstances	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minors studying abroad	
2. Acceptance or Certificate of Enrolment or Registration from the school where the minor is to be enrolled	Applicant
For minors who will attend Conference, Study Tours, Sports Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and other Related Activities	

1. Certificate from the Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of companion indicating safety measures under taken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization Abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
For minors going abroad for Medical Purposes	
1. Medical Abstract of the minor	
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
Minors going Abroad for Inter-Country Adoption	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to escort issued by ICAB	Inter-Country Adoption Board (ICAB)
Minor under Foster Care	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parents
2. Notarized Affidavit of Consent from The Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA except those under Kinship Care	DSWD
6. Return Ticket	Applicant
Minors Under Legal Guardianship	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
Minors whose parents are Seafarers	

1. Certification from the Manning Agency attesting to the parents employment	Manning Agency
2. Photocopy of Seaman's Book of the parent/s	Applicant
Minors with alleged missing parent/s	
1. SCSR from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office (LSWDO)
2. Blotter Report from either Local Police or Barangay Certification from the locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address
3. One (1) Returned registered mail to the last known address of the alleged missing parent	Applicant

Within the Day Transaction

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration	1.1 Issuance of Service Sequence Number/Logbook 1.2 Encoding of client's information in online spreadsheet		5 minutes	Officer of the Day
2.Screening of documents	2.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply		10 minutes	Social Worker
3.Interview and Assessment	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority		2 hours	

4. Review and Approval of Application	4.1 Approves/Disapproves the application		10 minutes	
	4.1a. If Approved: Issuance of claim stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing)			
	4.1b. If Disapproved 4.2 Counseling and Explanation of the reason for disapproval of application		10 minutes	
	4.3 Notify the nearby DSWD Field Offices 4.3a. If exempted, Prepares the Certificate of Exemption for Approval of the Regional Director		10 minutes 30 minutes	
5. Payment of: Php. 300.00 for 1 year validity; Php. 600.00 for 2 years validity	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received	Php. 300.00 for 1 year validity; Php 600.00 For 2 years validity	5 minutes	
6. Preparation of Travel Clearance	6.1 Encodes/Types the details of the Applicant to the Travel Clearance Certificate		10 minutes	
7. Approval of the Regional Director	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted Applicants		3 hours	

8. Issuance of Travel Clearance/Certificate of Exemption	8.1 Releases the Travel Clearance Certificate to the Applicant/Certificate of Exemption		5 minutes	
TOTAL		P 300-600.00	5 hours and 30 minutes	

*Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office send memo/email to DSWD-PMB Batasan Complex, Constitution Hills 1126, Quezon City Tel. No. 02-951-7437/ 02-931-9141
How feedback are processed	DSWD PMB send reply letter/memo to the concerned Field Office
How to file a complaint	Complaints can be filed thru sending a letter or email at focrg@dswd.gov.ph DSWD Caraga XIII R. Palma St, Dagohoy, Butuan City Tel. No. 085-342-5619/20
Complainant using 8888	Record Unit will receive the complaint and will be forwarded to PSD Head, if the concern is on MTA, the Focal or the concern SW will be the one replying to the complaint. DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-342-5619/20
How complaints are processed	The MTA Unit will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the PSD, then provide

	recommendation and officially send reply letter to the complainant DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-342-5619/20
Contact information DSWD FO XIII/ MTA-PSD	Through Telephone No. 085-342-5620/19 Email. Address: focrg@dswd.gov.ph

11. LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) 1) AUXILIARY SWDA 2) SOCIAL WORK AGENCY

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

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division) (Covering the area of operation if operating only in one (1) region)
Classification:	Highly Technical (20 working days)
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City DSWD Field Office Caraga - Standards Section https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) set of the following Basic Documents: <ul style="list-style-type: none"> a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation

<p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership

<p>c. <i>Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p>1. For those operating in more than one region:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located. <p>2. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit <p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.
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funds a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	<ul style="list-style-type: none"> DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or DSWD Field Office Caraga	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 1.4 If incomplete, return all documents submitted accompanied by a checklist of	None	*20 minutes	Support Staff in charge of all incoming documents Standards Section- Field Office) Officer of the day Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	requirements for applicant Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Financial and Management division for the issuance of the payment order	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier /Cash Section-DSWD FO Caraga
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff Standards Section- Field Office)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a 	None	2 working days	Technical Staff Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, an Acknowledgment Letter and</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	1.2.2 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director (Standards Section- Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Technical Staff (Standards Section- Field Office)
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff Standards Section- Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff Standards Section- Field Office)
STEP 10: Awaits the result of the licensing assessment	1.1 Prepare Confirmation Report 1.2.1 If favorable, the	None	3 working days	Technical Staff Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Field Office)
	1.3.2 If unfavorable, review and approval of the Confirmation Report.			
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days Unfavorable; 2 working days	Regional Director (Standards Section- Field Office)
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.			Support Staff (Section- Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	18 working days	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section

	Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga-HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number for Standards Section, to wit: Standards Section 2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

12. NAME-MATCHING REQUEST FROM DSWD OFFICES

Name-matching will be undertaken primarily to determine if a household is in the Listahanan database and what its corresponding poverty status is; to confirm inclusion in a particular program; and to determine extent of availment of programs and services. Requesting party shall prepare a letter of request indicating the reasons for name-matching and enclosing an electronic copy of the names of households to be matched. The e-file must follow the prescribed name-matching template. All requests for name-matching are subject for review by the designated Regional Data Protection Officer (RDPA). If approved, the request will be facilitated by the Regional Information Technology Officer (RITO). The section will then coordinate the requesting party regarding the scheduled conduct of Orientation on Salient Provisions of the Data Privacy Act. The Certificate of Orientation shall be signed by the focal person representing the Division Chief and shall serve as basis for releasing the requested data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	-Offices within the DSWD Field Office Caraga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Annex A) and enclosed e-copy of filled-in name-matching template		NHTS Office		
Data Requirements (Annex B)		NHTS Office		
Certificate of Orientation on Data Privacy Act of 2012 (Annex D)		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit hard copy of the request letter to Regional Director's office and send electronic copy of filled-in name-matching template through the email add nhts.focrg@dswd.gov.ph	1. Receives and check completeness of requirements 1.1 Forwards the request to the Regional Data Protection Officer (RDPO)	None	10 minutes	<i>Admin Assistant III</i> RD Office
	2.Reviews and make recommendations to Regional Director for appropriate action	None	15 minutes	<i>RDPO</i> ARD Office
	3.Forwards the request to PPD Chief for appropriate action	None	10 minutes	<i>Regional Director</i> Office of the Regional Director
	4.Endorses the request to RFC for appropriate action	None	5 minutes	<i>OIC-PPD Chief</i> PPD Office
	5. Review request for data generation. If request is approved, proceed to step 6-10. If denied, proceed to step no. 11	None	5 minutes	<i>RFC</i> NHTS Office
	6. Facilitates the name matching request	None	2 days-less than 1000 data 4 days-more	<i>RITO</i> NHTS Office

			<p>than 1000 data but not greater than 2000 data</p> <p>5 days- more than 2000 data but not greater than 3000 data</p>	
	7. Generate and accomplish Data Release Form (DRF)	None	30 minutes	<i>RITO</i> NHTS Office
	8. Encrypt Data Files	None	30 minutes	<i>RITO</i> NHTS Office
	9. Draft reply memorandum	None	30 minutes	<i>RITO</i> NHTS Office
	10. Review and countersign reply memorandum	None	30 minutes	<i>RFC</i> NHTS Office
	11. Accomplish denial of request (Annex C)	None	30 minutes	<i>RFC</i> NHTS Office
	12. Sign reply memorandum	None	15 minutes	<i>OIC-PPD Chief</i> PDPS Office
	<p>13. Track and send reply memorandum</p> <p>For denied request, process ends here otherwise, proceed to the next step.</p>	None	10 minutes	<i>Admin Assistant III</i> NHTS Office
	14. Conduct Orientation on Data Privacy Act and issue Certificate of on Orientation (Annex D)	None	1 day	<i>RFC</i> NHTS Office
	15. Release the CD with encrypted and password-protected Listahanan data along with the DRF	None	5 minutes	<i>Admin Assistant III</i> NHTS Office
1. Receives encrypted CD and contact the focal person indicated in the DRF to decrypt the data	16. Provide Password	None	30 minutes	<i>RITO</i> NHTS Office
2. Sign the DRF and forward the	17. File the DRF and administer	None	2 minutes	<i>Admin Assistant III</i>

said document to NHTS	Client Satisfactory Survey			NHTS Office
	TOTAL: Approved Request -less than 1000 data -more than 1000 data but not greater than 2000 data -more than 2000 data but not greater than 3000 data Denied Request		3 days, 4 hours and 17 minutes 5 days, 4 hours and 17 minutes 6 days, 4 hours and 17 minutes 1 hour and 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number: National Household Targeting Section 3 rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City

	Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)
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13. PROVISION OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Section - Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizens	
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Hospital Bill		
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
2. Hospital bill with name and signature	Billing clerk of the hospital	
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)	
4. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies	
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain	
Medical Assistance for Medicine/Assistive Device		
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
2. Prescription with complete	Attending Physician from a hospital/clinic	

name, license number, and signature of the Physician	
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
4. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Medical Assistance for Laboratory Requests	
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Price quotation with complete name and signature of the authorized staff from hospital/clinic	The authorized staff of the hospital/clinic
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
5. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Burial Assistance for Funeral Bill	
1. Registered Death Certificate/Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
2. Funeral Contract (except for Muslim and Indigenous People performing customary practices)	The authorized staff of the Funeral Parlor or Tribal Chieftain
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain

<i>required.</i>	
Burial Assistance for Transfer of Cadaver	
1. Registered Death Certificate/Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
2. Funeral Contract (except for Muslim and Indigenous People performing customary practices)	The authorized staff of the Funeral Parlor or Tribal Chieftain
3. Transfer Permit	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Educational Assistance	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, authorized staff from the school
2. Validated school ID of the student/beneficiary	Registrar, authorized staff from the school,
3. Statement of Account for College Students	Registrar, authorized staff from the school
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Food Assistance	
1. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Project Proposal and Food Distribution List (CRCF client)	Head of the Residential Center
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Cash Assistance for other Support Services	
1. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Depending on the circumstances of the client:	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker

<ul style="list-style-type: none"> • Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims • Passport/Travel Document (s), Certification from OWWA or any proof of repatriation • Certification/Referral Letter from Social Worker/Case Worker for rescued clients • Police Blotter and Social Worker's Certification or referral letter for victims of On-line Sexual Exploitation of Children (OSEC) 	from welfare agencies.
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Within the Day Transactions

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Queueing number and screening of documents	1.1 Determine the assistance needed and screen the completeness of the requirements. 1.2 If requirements are complete, issue queueing number for the client to proceed to CIS Verifier. If incomplete, provide list of requirements for client to comply. 1.3 Forward the client to the assigned Grievance Officer of the Day at the Crisis Intervention Section (CIS) for assessment by a social worker, for complicated cases that are beyond	None	2 minutes	PACC Desk Officer/CIS Staff

	the capacity of the PACC Personnel to determine and assess if the client is eligible for assistance			
2.Verification on the non-duplication of assistance and fill-out General Intake Sheet	<p>2.1 Validate the client's name into the CrIMS and/or the Regional Clients Database to ensure no duplication of provided services.</p> <p>2.2 If client is not yet eligible to avail, fill-out the Assistance Availment Slip indicating the date when the client should return.</p> <p>2.3 Orient the client in filling-out the General Intake Sheet (GIS)</p> <p>2.4 Enter the queuing number of the client to CIU Processing for interview and assessment.</p>	None	3 minutes	CIS Verifier
3.Interview, Assessment and Recommendation	3.1 Interview the client using the prescribed General Intake Sheet (GIS). The Social Worker may gather collateral information about the client or life circumstances from the immediate family	None	25 minutes	Social Worker

	<p>members, relatives, referring parties and other sources, if necessary.</p> <p>3.2 Provide psychosocial processing to the client as needed, to lessen their anxieties brought about by the crisis situation</p> <p>3.3 Release the assistance in the form of Cash, Cash Voucher or Guarantee Letter based on the amount recommended. Cash release is subject to availability of cash advance.</p>			
4. Picture taking and fill-out Satisfaction Survey	<p>4.1 Take photo of the client for entry into the database for recording purposes.</p> <p>4.2 Assist the client to write his/her name at the logbook indicating the guarantee letter, cash voucher or cash received with corresponding signature.</p> <p>4.3 Request the client to accomplish the Satisfaction Survey Form.</p>	None	3 minutes	CIS Satisfaction Survey Administrator

	4.4For clients who have been seeking assistance to AICS many times already, they will be requested to answer the <i>Monitoring Tool on the Responsiveness of Service Providers</i> purposely to assess the quality of service of the different service providers.			
TOTAL		No Fees	33 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 103 or 241 Telefax: (085) 815-9173 E-mail: protective.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during Section/Division meetings.
Contact Information	<p>Crisis Intervention Section 1st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 103 or 241 Telefax: (085) 815-9173 E-mail: protective.focrg@dswd.gov.ph</p>

	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)
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14. PROVISION OF ASSISTANCE TO RETURNING OVERSEAS FILIPINOS

The International Social Service Office (ISSO) implements the system in providing assistance to overseas Filipinos in distressed situations and their families (documented and undocumented workers) in all foreign countries. This is in line with RA 8042 and was amended by RA 10022 otherwise known as the "Migrant Workers and Overseas Filipino Act of 1995 provides the mandate to improve the country's standard of protection and promotion of the welfare of OFs and their families.

Office or Division:	Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Distressed and Recently Repatriated OFWs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Primary Documents <i>(2 copies photocopy and original also for validation)</i>				
1. Valid ID (Voter's ID, UMID)			COMELEC, SSS	
2. Philippine Passport			DFA	
3. OWWA or NRCO Certification			OWWA, NRCO	
Secondary Documents (Any of the following) <i>(2 copies photocopy and original also for validation)</i>				
1. Barangay Certification			BLGU	
2. POLO Referral Letter			POLO-Embassy	
3. Medical Certificate and Medical Prescription			Doctor/Hospital/Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about OFW Cash Assistance	1. CBSS Clerk lets the client register in the logbook for reference	None	3 minutes	CBSS Clerk
	2. Clerk refers the Client to appropriate Social Worker	None	3 minutes	CBSS Clerk
	3. Social Worker conducts initial assessment to client	None	15 minutes	ISSO Social Worker

	4. Social Worker provides Checklist of Requirements to Client	None	2 minutes	ISSO Social Worker
	5. Client will fill-out the GIS Page 1 then Social Worker will print out the filled-up forms such as General Intake Sheet Page 2, Certificate of Eligibility and Petty Cash Voucher	None	20 minutes	ISSO Social Worker
	6. Social Worker will conducts thorough assessment		45 minutes	ISSO Social Worker
	7. Endorse client to the Petty Cash Custodian/SDO for provision of assistance	None	3 minutes	ISSO Social Worker
	8. Client will receive the cash assistance then to register her name and signature in the logbook and also picture-taking	None	3minutes	Petty Cash Custodian, CIS Clerk
	9. Client to fill out the monitoring tool on Responsiveness of Service Providers purposely to assess the quality	None	6 minutes	CIS Clerk
			Total: 1 hour & 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned

	section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106

15. PROVISION OF ASSISTANCE TO VICTIMS OF HUMAN TRAFFICKING

Direct assistance and services that will be extended to victim-survivors of trafficking. These includes logistical support during and post-rescue operation, psychosocial, support services such as medical, educational, legal, protective custody and economic reintegration services that will better enable the clients to recover from their traumatic experiences. Multi-sectoral approach is applied in order to maximize existing programs and services for victim-survivors of trafficking.

Office or Division:	Recovery Reintegration Program For Trafficked Persons		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizens		
Who May Avail:	<ul style="list-style-type: none">• TIP Victim-Survivors• Families of the victim-survivor of trafficking• Witnesses of cases of human trafficking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance: 2 photocopies of Valid ID (original ID must be presented upon claiming of assistance)		Any Government issued ID	
Social Case Study Report		DSWD Social Worker	
2 copies (1 original copy and 1 photocopy) of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedure)		Hospital where client/patient was admitted.	
2 copies (1 original copy and 1 photocopy) of Clinical Abstract/Medical Certificate with signature and license number of attending physician (issued within three months.			
2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency		Office of the Barangay Captain	
Educational Assistance: 2 copies (1 original copy and 1 photocopy) of School Registration/or Certificate of Enrollment		Office of the Registrar or Principal where the client is enrolled.	
Social Case Study Report		SWO II-RRPTP DSWD Social Worker	
2 copies of Statement of Account for tertiary Education		School Accounting Office	
2 photocopies of Valid School ID		School issued ID	
2 photocopies of Valid ID of the parent/guardian(original ID must be presented upon claiming the assistance)		Any government issued ID Pantawid ID	
Livelihood Assistance: 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.	SWO II-RRPTP DSWD
Result of Handa Ka na Bang Magnegosyo? The client scores 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.	
Social Case Study Report	
2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency	Office of the Barangay Captain
2 photocopy of Valid ID (original ID must be presented upon claiming of assistance)	Any government issued ID Pantawid ID
Skills Training: Official receipt from the training school (TESDA/CHED accredited training school)	Training school
2 photocopy of valid school ID (original ID must be presented upon claiming the assistance)	School issued ID
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.): 1. Contract of Employment or any similar document which indicates that they are hired	Agency where the client is employed
2 photocopy of valid ID (original ID must be presented upon claiming the assistance)	Agency issued ID
Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking: Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.	DSWD
Provision of Temporary Shelter Victims-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.	DSWD
Support for Victim-survivors/Witness and Transportation Assistance 2 photocopy of valid ID (original ID must be presented upon claiming the assistance)	Any Government issued ID
Social Case Study Report	RRPTP-DSWD Social Worker

2 photocopy of Official Receipt of the Client's board and lodging				
2 copies (1 original and 1 photocopy) of Certificate of Indigency			Office of the Barangay Captain	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Victim-survivors of trafficking may visit the DSWD Field Office Caraga. *Log name in the RRPTP Customer's Logbook *Inquire and request for an assistance *Respond /answer with the interview of the Social Worker (Intake Sheet and SCSR) *Submit requirements based on the	1.1 Log name in the visitor's Log Book 1.1.1 CBSU clerk refers the client to RRPTP social worker for the routing of concern to the specific program.	NONE	5 minutes	Security Personnel On-duty
	1.1.2 Once routed to Recovery Reintegration Program for Trafficked Persons (RRPTP). RRPTP social worker will let the client log his/her name and date of submission in the Log Book for Walk-in Clients and conducts intake/initial interview.		5 minutes	CBSU Clerk
	1.1.3 RRPTP Social Worker will fill-out the intake sheet and completes the information of the client during the conduct of interview to walk-in/referred clients. And conducts initial assessment of the case taken from the interview, and collateral information of the client, if needed.		3 hours	SWO II-RRPTP Social Worker
	1.1.5 RRPTP Social Worker will present the needed documents (checklist) and		1 hour	SWO II-

needed services	<p>other supporting papers needed to avail of immediate assistance like livelihood, educational, medical, food and transportation materials. If documents are available, provide the immediate assistance base on need.</p>		<p>5 minutes</p>	<p>RRPTP Social Worker</p>
<p>*Answer Customer Satisfaction Survey</p>	<p>1.1.6 Facilitate the Customer Satisfaction Survey Form</p>		<p>2 days</p>	<p>SWO II-RRPTP Social Worker</p>
<p>*Wait for the approved SCSR</p>	<p>1.2 Preparation of Social Case Study Report through given template.</p> <p>1.2.1 Submit draft of Initial SCSR to RRPTP focal person.</p> <p>1.2.2 RRPT focal/PSD Chief reviews and provides inputs on SCSR submitted.</p> <p>1.2.3 Social Worker finalizes corrected report and endorses to RRPTP focal and PSD for review and approval.</p> <p>1.3 Provision of needed services to the client</p> <p>1.3.1 Social worker will conduct counselling/psycho education to TIP clients</p> <p>1.3.2 Social worker will provide the services based on the assessment. Preparation of vouchers for assistance that appropriately cater the needs of the TIP victim-survivors. (Provision</p>		<p>10 minutes</p> <p>1 day</p> <p>2 hours</p> <p>8 days</p>	<p>SWO II-RRPTP Social Worker</p> <p>SWO II-RRPTP Social Worker</p> <p>SWO IV/OIC-CHIEF, PSD</p> <p>SWO II-RRPTP Social Worker</p> <p>SWO II-RRPTP Social Worker</p>

*Receive the assistance and attend case conference	of Educational and Livelihood Assistance) a. Hot meals b. Medical c. Education d. Transportation e. Livelihood		3 hours	
	1.3.3 PSD Division Chief reviews and recommends the provision of assistance for the approval of the Regional Director		1 day	SWO IV/OIC-Chief, PSD
	1.3.4 ARDO will signs and recommends for financial assistance.		3days	Assistant Regional Director for Operations
	1.3.5 The Regional Director approved the provision of assistance to the victim-survivors of trafficking			Regional Director
	1.3.6 Turn-over of assistance and conduct of case conference together with the P/C/MSWDO and the client		3hours	SWO II-RRPTP Social Worker
	1.3.7 In the cases where the services needed are beyond the Department's program, SW coordinates with other partner agencies through telephone or referral letter.		1hour	SWO II-RRPTP Social Worker
TOTAL		NONE	16 days 5 hours and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO.

How to send feedback is processed	AA clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the HRMDD to be processed for immediate action (if there are any)
How to file a complaint	ARTA-Recovery Reintegration Program for Trafficked Persons (RRPTP) Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R. Palma Street, Butuan City CSC-0917-839-8272 Para sa taumBAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 PCC- 8888
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact information	Ms. Bernape C. Bantayan SWO II/RRPTP Focal 0918-947-3954 blairebantayan@gmail.com Through Telephone No. 085-342-5620/19 Email Address: focrg@dswd.gov.ph

16. PROVISION OF ASSISTIVE DEVICES TO ELIGIBLE PERSONS WITH DISABILITIES (CANES, CRUTCHES, WHEELCHAIR, HEARING AIDS AND PROSTHESIS)

In support to the RA 7277 or the Magna Carta for Persons with Disabilities, the office provides for auxiliary services this sector. The provision of assistive devices is part of the efforts along their physical restoration and self and social enhancement to promote their capability to attain a more meaningful, productive and satisfying way of life with the end goal of ultimately becoming self-reliant and contributing members of the society.

Office or Division:	Protective Services Division
Classification:	Simple/Complex
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Persons with Disabilities and Senior Citizens who are in need of assistive devices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR CANES, CRUTCHES AND WHEELCHAIR	
Intent Letter	Client
Whole Body Picture	Client
Medical Abstract/Certificate	Medical Doctor, Hospital and

			Municipal Health Office/City Health Office/ Barangay Health Center/	
Barangay Certification of Indigency			Barangay	
Social Case Study Report			Sectoral Section or Referring LGU	
Requisition and Issuance Slip (RIS)			Sectoral Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of complete document requirements	1. Review, Log Submitted Documents and attach additional forms	None	15 minutes	Sectoral Section Administrative Aide IV
	2.1 Forward to Social Worker for Assessment	None	2 hours	Sectoral Section Social Worker
	1.2 Forward to Protective Services Division Chief for Approval	None	20 minutes	Protective Services Division Chief
	1.3 Forward to Assistant Regional Director for Administration (ARDA) for Approval of RIS.	None	2 hours	Assistant Regional for Administration
2. Claim Assistive Device	3. Demonstration of Use and Release of Assistive Device	None	20 minutes	Sectoral Section Administrative Aide IV
4. Fill-out Client Satisfaction Survey	3. Provide Gatepass	None	10 minutes	Sectoral Section Administrative Aide IV
TOTAL		0	5 hours and 5 minutes	
FOR HEARING AIDS and PROSTHESIS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Intent Letter			Client	

Whole Body Picture			Client	
Social Case Study Report			Sectoral Section or Referring LGU	
Medical Abstract/Certificate			Medical Doctor, Hospital and Municipal Health Office/City Health Office/ Barangay Health Center/	
Barangay Certification of Indigency			Barangay	
Price Quotation			Medical Equipment Supplier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete document requirements	1. Review and Log Submitted Documents	None	10 minutes	Sectoral Section Administrative Aide IV
	1.1 Forward to Social Worker for Assessment	None	2 hours	Sectoral Section Social Worker
	1.2 Forward to Division Chief for Review and Recommending Approval	None	20 minutes	Protective Services Division Chief
	1.3 Forward to Regional Director for Approval	None	1 day	Regional Director
	1.4 Forward to Finance Management Division for financial transactions.	None	5 days	Finance Management Division
	1.5 Inform the client and supplier on the availability of cheque.	None	10 minutes	Sectoral Section Administrative Aide IV
2. Claim copy of Voucher and fill-out Client Satisfaction Survey/ Feedback.	2. Photocopy voucher and log transaction.	None	20 minutes	Sectoral Section Administrative Aide IV
TOTAL		No Fees	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106

17. PROVISION OF CENTENARIAN GIFT TO ELIGIBLE CENTENARIAN

Provision of cash gift amounting to one hundred thousand pesos (P100,000.00) to all living Filipinos who have turned 100 years old in the current fiscal year whether residing in the Philippines or abroad, and those deceased centenarians who died in the current fiscal year shall be honored.

Office or Division:	Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Centenarian Applicants and/or their Authorized Representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Primary Documents (Any 1 of the following)		
4. Registered Birth Certificate		PSA / Local Registrar
5. Philippine Passport		DFA
6. Senior Citizen's Identification Card issued by OSCA		OSCA
7. Any other Philippine Government -issued ID (at least 1)		Any Government Agency
Secondary Documents (Any 2 of the following)		
4. Registered Marriage Certificate issued by PSA		PSA / Local Registrar
5. Registered Birth Certificate of Children (At least 2 Children)		PSA / Local Registrar
6. Affidavit executed by Two (2) Disinterested Persons (At least 80 years old and above)		Notary Public Lawyer
7. Old School Records or Employment Records showing date of birth of the Centenarian Applicant		School / Employer
8. Certified Baptismal and/or Confirmation Certificate / Records		Church
Additional Supporting Documents (Upon completion of the above)		
1. One Whole-Body Picture of the Centenarian Applicant (Latest)		Client
2. Certificate of Residency issued by the Barangay		Barangay

3. Endorsement Letter issued by the C/MSWDO			C/MSWDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Inquire about Centenarian Program	4. CBSS Clerk lets the client log in the logbook for reference.	None	2 minutes	CBSS Clerk
	5. Clerk refers the Client to appropriate Focal Person/ Social Worker	None	1 minute	CBSS Clerk
	6. Focal Person/ Social Worker conducts interview and assessment to client and referring party	None	15 minutes	Focal Person/ Social Worker
	7. Focal Person/ Social Worker provides Checklist of Requirements to Client	None	2 minute	Focal Person/ Social Worker
	Total		20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106

18. PROVISION OF RESIDENTIAL CARE SERVICES TO CHILDREN IN CONFLICT WITH THE LAW (CICL)

This service is provided to male children in conflict with the law with ages above 15 but below 18 upon commission of offense who are ordered by the court for temporary shelter and rehabilitation. This is located in the Regional Rehabilitation Center for Youth (RRCY) Prosperidad, Agusan del Sur.

Office or Division:	Protective Services Division: RRCY			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Complex			
Who May Avail:	Male children in conflict with the law with ages above 15 but below 18 upon commission of offense who are ordered by the court for temporary shelter and rehabilitation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter 2. Social Case Study Report (SCSR) 3. Birth Certificate 4. Medical Records 5. Commitment Order 6. PNP Related Document 7. School Records 8. Rapid Test Result and other Laboratory Results		1. Local Social Welfare and Development Office 2. Licensed Social Worker from LGU 3. Philippine Statistics Authority 4. Attending Physician from a hospital/clinic 5. Department of Justice/Regional Trial Court 6. Philippine National Police 7. School last attended 8. Health Center / Hospital		
Within Six Months Residential Care Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of referral	1.1 Record referral letter in the incoming logbook	none	1 min	Administrative Assistant
	1.2 Assessment of referral by the Multi-Disciplinary Team	none	30 min	Multi-Disciplinary Team Members
	1.3 If referred case is for admission, inform the referring party by phone and set the schedule of admission conference	none	10 min	Center Head or Senior Social Worker
	1.4 If referral is not accepted, a written reply will be sent to the referring party	none	Within 2 days	Center Head or Senior Social Worker

	1.5 Assignment of case to the handling social worker	none	3 min	Senior Social worker
2. Admission Conference	2.1 Review of documentary requirements	None	10 min	Handling Social Worker
	2.2 Conduct of admission conference	None	3 hours	Multi-Disciplinary Team Members
	2.3 Taking of photo of the client and her family/escort	None	5 min	Administrative Assistant
	2.4 Turn-over of client to Homelife and Medical Services for regular new admission procedure	None	5 min	Handling Social Worker
3. Intake interview and preparation of SCSR	3.1 Conduct of intake interview	None	1 hour	Handling Social Worker
	3.2 Preparation of SCSR	None	Within 5 days	Handling Social Worker
4. Implementation of Residential Care Intervention/ Rehabilitation	4.1 Provision of homelife, psychocological, medical, education, livelihood, social services, legal and referral for specialized interventions	None	At least 11 months	Multi-Disciplinary Team Members
	4.2 Review and monitoring of client's progress based on the intervention/ rehabilitation plan	None	Monthly	Multi-Disciplinary Team Members

	thru Social Functioning Indicators			
	4.Administration of progress reports to court once every three months	None	2 days	Handling Social
	4.4 Administration of client's satisfaction survey form	None	30 min	Handling Social
	4.5 Dialogue with family members through case conference and homevisits	None	At least once per quarter	Handling Social Worker and selected MDT members
5. Conduct of Pre-discharge activities	5.1 Request for Parenting Capability Assessment Report (PCAR)	None	On the 8th month after admission	Handling Social Worker
	5.2 Preparation and submission of Final Report to court	None	2 days	Handling Social Worker
	5.3 Conduct of pre-discharge session with the client	None	30 min per session	Handling Social Worker ; Psychometrician
6. Discharge Case	6.1 Preparation and submission of closing summary for Field Office approval	None	2 days	Handling Social Worker

	6.2 Medical Check-up	None	3 hours	Nurse
	6.3 Coordination to TESDA for NCII issuance	None	2 hours	Manpower Development Officer / Handling Social Worker
	6.4 Approval of discharge documentary requirements	None	30 min	Handling Social Worker
	6.5 Administration of client's satisfaction survey form	None	15 min	Handling Social Worker
	6.6 Conduct of Discharge Conference cum advocacy session	None	3 hours	Multi-Disciplinary Team Members
	6.7 Turn-over of client to identified custodian	None	30 min	Multi-Disciplinary Team Members
7. After Care Follow-up	7.1 Send follow-up letter to LSWDO	None	6 months after the actual discharge	Handling Social Worker
	7.2 Closure of the case	None	One year after the discharge	Handling Social Worker
Total		No Fees	At least 1 year and 11 months (<i>11 months of stay in RCF and 1 year</i>)	

		<i>After care by the LGU)</i>	
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173 E-mail: rrcy.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Center-Based Section 1st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173</p> <p>RRCY Prosperidad, Agusan del Sur E-mail: rrcy.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

19. PROVISION OF RESIDENTIAL CARE SERVICES TO CHILDREN SEXUALLY ABUSED AND EXPLOITED

The establishment of Home for Girls situated in Purok 4, Barangay Bonbon, Butuan City as mandated by law provides programs and service on the welfare and development of female children in need of special protection such as sexually abused and exploited,

neglected and emotionally maltreated, physical abused, child labor, and trafficked children.

Office or Division:	Protective Services Division: Home for Girls			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Complex			
Who May Avail:	Female children ages 5 years to below 18 years old needing special protection and temporary care, recovery and healing.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter 2. Social Case Study Report (SCSR) 3. Birth Certificate 4. Medical Records 5. Court Related Documents 6. PNP Related Document 7. School Records 8. Rapid Test Result		1.Local Social Welfare and Development Office or Head of Non-government organization 2. Licensed Social Worker from any government/non-government welfare agencies 3. Philippine Statistics Authority 4. Attending Physician from a hospital/clinic 5. Department of Justice/Regional Trial Court 6. Philippine National Police 7. School last attended 8. Health Center / Hospital		
Within Six Months Residential Care Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of referral	1.1 Record referral letter in the incoming logbook	none	1 min	Administrative Assistant
	1.2 Assessment of referral by the Multi-Disciplinary Team	none	30 min	Multi-Disciplinary Team Members
	1.3 If referred case is for admission, inform the referring party by phone and set the schedule of admission conference	none	10 min	Center Head or Senior Social Worker
	1.4 If referral is not accepted, a written reply will be sent to the referring party	none	Within 2 days	Center Head or Senior Social Worker
	1.5 Assignment of case to the handling social worker	none	3 min	Senior Social worker
2. Admission Conference	2.1 Review of documentary requirements	None	10 min	Handling Social Worker

	2.2 Conduct of admission conference	None	4 hours	Multi-Disciplinary Team Members
	2.3 Taking of photo of the client and her family/escort	None	10 min	Administrative Assistant
	2.4 Turn-over of client to Homelife and Medical Services for regular new admission procedure	None	5 min	Handling Social Worker
3. Intake interview and preparation of SCSR	3.1 Conduct of intake interview	None	1 hour	Handling Social Worker
	3.2 Preparation of SCSR	None	Within 5 days	Handling Social Worker
4. Implementation of Residential Care Intervention/ Rehabilitation	4.1 Provision of homelife, psychocological, medical, education, livelihood, social services, legal and referral for specialized interventions	None	At least 6 months	Multi-Disciplinary Team Members
	4.2 Review and monitoring of client's progress based on the intervention/ rehabilitation plan	None	Monthly	Multi-Disciplinary Team Members
	4.3 Dialogue with family members through case conference and homevisits	None	At least once per quarter	Handling Social Worker and select members of MDT

5. Conduct of Pre-discharge activities	5.1 Call for case conference and advocacy with the family, LSWDO and significant members of the community	None	On the 4th month after admission	Handling Social Worker and select members of MDT
	5.2 Request for Parenting Capability Assessment Report (PCAR)	None	On the 5th month after admission	Handling Social Worker
	5.3 Conduct of pre-discharge session with the client	None	30 min per session	Handling Social Worker ; Psychometrician
	6.1 Preparation Medical Check-up discharge summary report (if PCAR has positive recommendation)	None	2 days	Handling Social Worker
	6.2 Submission of the discharge summary report to Field Office for approval	None	1 hour	Admin Staff/Driver
	6.3 Medical Check-up	None	3 hours	Nurse
	6.4 Provision and final orientation on livelihood related items	None	2 hours	Manpower Development Officer

	6.5 Approval of discharge documentary requirements	None	30 min	Handling Social Worker
	6.6 Administration of client's satisfaction survey form	None	15 min	Handling Social Worker
	6.7 Conduct of Discharge Conference cum advocacy session	None	3 hours	Multi-Disciplinary Team Members
	6.8 Turn-over of client to identified custodian	None	30 min	Multi-Disciplinary Team Members
7. After Care Follow-up	7.1 Send follow-up letter to LSWDO	None	3 months after the actual discharge	Handling Social Worker
	7.2 Closure of the case	None	Within 1 month after 6 mos of discharge	Handling Social Worker
Total Processing Time			At least 12 months (6 months months of stay in RCF and 6 months After care by the LGU)	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173 E-mail: hfg.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the division and monthly center meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Center-Based Section 1st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173</p> <p>HFG Purok 4, Barangay Bonbon, Butuan City E-mail: hfg.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

20. PROVISION OF STIPEND TO ELIGIBLE SOCIAL PENSION BENEFICIARIES

Social Pension for Indigent Senior Citizens Program is in line with the fulfillment of the government's obligation to the most vulnerable sector by providing a monthly stipend amounting to Php 500.00. This program aims to augment on the beneficiary's daily subsistence and other medical needs. Stipends are released every semester using a modality that is most cost-effective and efficient payment such as but not limited to direct payment, door-to-door delivery scheme or through the use of cash card. Indigent Senior Citizens of the program are qualified through the validation conducted by Social Pension staff and guided by the eligibility criteria set by the Memorandum Circular No. 04 series of 2019 or known as "*Omnibus Guidelines in the Implementation of Social Pension for Indigent Senior Citizens Program*". Below are the criteria to wit:

- Sixty (60) years old and above;
- Frail, sickly or with disability;
- No pension from the Government Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc. (AFPMBAI) or any other insurance company;
- No permanent source of income; and
- No regular support from family or relatives for his/her basic needs.

Office or Division:	Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Social Pension Beneficiary and/or Authorized Representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		
OSCA I.D. or any valid government-issued I.D. (1 original copy)	OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU	
For beneficiaries with erroneous name based on the OSCA ID or in the payroll: Certificate of Oneness (1 original copy)	Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)	
Authorized Representative for Bedridden, Frail, Sickly or with Disability		
Standard form of Authorization or Pagtugot from the OSCA/LSWDO with original signatures (1 original copy)	Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)	
OSCA ID or any valid government-issued ID of the beneficiary (1 photocopy and 1 original copy)	OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU	
Valid government-issued ID of representative (1 photocopy and 1 original copy)	OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU	
For out-patients or under medication beneficiaries only: Medical Certificate with stipulated	Medical Certificate from the hospital where the beneficiary undergone medication/check-up	

license number issued within 3 months before the date of the Social Pension pay-out (1 photocopy and original copy)				
For confined or hospitalized beneficiaries only: Certificate of Confinement with stipulated license number of the attending physician (1 photocopy and original copy)		Attending Physician where beneficiary is confined/admitted		
For beneficiaries who are not under medical care but is not in a vigorous state to personally claim the stipend only: Certification issued by the Barangay Midwife or Nurse attesting the beneficiary's physical and health condition with stipulated license number (1 photocopy and original copy)		Assigned Barangay Midwife or Nurse where beneficiary resides		
Nearest Kin of the Deceased Beneficiary				
Filled-out Release of Warranty and Liability Form from LSWDO or OSCA with original signature (1 original copy)		Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)		
Death Certificate of the beneficiary (1 photocopy or Certified True Copy)		Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)		
Representative's valid government-issued ID (1 photocopy and 1 original copy)		OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original IDs with the completed and filled-out documents required to the paymaster.	1. Look for the beneficiary's name in the payroll and fill-out payroll with its corresponding information needed.	None	3 minutes	Paymaster DSWD Field Office Caraga
2. Sign the payroll that corresponds receipt of the stipend	2. Secure the needed information and signature of beneficiary	None	1 minute	Paymaster DSWD Field Office Caraga
3. Count received stipend	3. Provide the amount of stipend due for the beneficiary	None	1 minute	Paymaster DSWD Field Office Caraga

	TOTAL:	No fees	5 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers – 09094522711 / 09061211859 or e-mail at us focrg.socialpension@gmail.com.</p>
How feedback is processed?	<p>Every 5th day of the month, Administrative Officer III consolidates all Client's Satisfactory Survey Forms within the Social Pension Program Management Office (SPPMO) and results are reviewed by SPPMO Focal Person. Approved monthly consolidation is submitted to the Protective Services Division and to be forwarded to the Human Resource and Management Development Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p>
How to file complaints?	<p>Citizen with complaints relative to Social Pension for Indigent Senior Citizens Program may file their respective complaints directly to the Social Pension Program Management Office of DSWD Field Office Caraga. They may also file complaint/s through the Office of Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via SPPMO Hotline (09094522711 / 09061211859) or e-mail (focrg.socialpension@gmail.com) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant

	<ul style="list-style-type: none"> ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence
How complaints are processed?	<p>Complaints received by respective offices are escalated to the SPPMO Grievance Officer for verification and veracity of complaint for at least 72 hours upon receipt.</p> <p>Grievance Officer shall send report to the SPPMO Focal Person for appropriate action.</p>
Contact Information	<p>For Social Pension Program concerns, you may contact:</p> <p>SPPMO Hotline - 09094522711 / 09061211859</p> <p>SPPMO e-mail address – focrg.socialpension@gmail.com</p>

21. REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Within the purview of Social Welfare and Development:			
Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division (Covering the area of operation if operating only in one (1) region)		
Classification:	Complex (7 working days)		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
4. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">• DSWD Field Office Caraga - Standards Section• https://www.dswd.gov.ph/downloads-2/Annex 1. DSWD-RLA-F001 Application Form for Registration	
5. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non – profit organization to operate in the Philippines		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
6. One (1) Copy of any of the following: <ul style="list-style-type: none">• Handbook or Manual Operations of its programs policies and		<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of	

procedures to attain its purposes <ul style="list-style-type: none"> • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<i>Operation</i> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
C. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office Caraga	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff Standards Section- Field Office Caraga
STEP 2: 1.4 Submit/ file application and supporting documents. 1.5 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.6 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.5 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.6 Determine whether the submitted documents are complete. 1.7 If complete, provide the organization an acknowledgement receipt. 1.8 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	*10 minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial	None	*20 minutes	Receiving Staff – Cash Division Finance Service Unit -

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	Management Division for the issuance of Payment Order and proceed to the cashier for payment.			DSWD Field Office (Section-Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*10 Minutes	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of assessment.	<p>1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <p>vi. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>vii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development</p>	None	2 working days	Technical Staff (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	<p>activities and/or social work interventions in accordance with the set standards.</p> <p>viii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>ix. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>x. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>			
	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director (Standards)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
				Bureau-Central Office/ Standards Section- Field Office)
	Approval and Signing of Registration Certificate	None	2 working days	Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the

	Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Standards Section 2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

22. REQUEST FOR STATISTICAL DATA

This service provides the national government agencies, development partners, and social protection stakeholders, academe and researchers with statistical data on poor households/ individuals in Caraga region based on the result of the 2nd round household assessment, which was conducted in 2015. Statistical request shall be supported by a letter citing the reasons for the request, enumerating the kinds of data needed and a reasonable timeline for the expected release of the data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2C/G2G- Government to Citizen/Government to Government			
Who may avail:	-NGAs; -P/C/M/BLGUs; -NGOs/CSOs; -Private Foundation; -Academe; and -Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Annex A)		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter through email add nhts.focrg@dswd.gov.ph or submits to the record section	3. Receives and check for completeness 1.1 Forwards the request to PPD Chief	None	13minutes	<i>Admin Assistant Records Section Office</i>
	2. Endorses the	None	5 minutes	<i>OIC-PPD Chief</i>

	request to RFC for appropriate action			PPD Office
	3. Records and forward the request to RFC	None	2 minutes	<i>Admin Assistant III</i> NHTS Office
	4. Reviews and endorse for statistical generation	None	5 minutes	<i>RFC</i> NHTS Office
	5. Facilitates statistical request 5.1 Generates statistical table 5.2 Drafts reply letter/memorandum	None	1 day	<i>RAS</i> NHTS Office
	6. Reviews and countersign reply letter/memorandum	None	15 minutes	<i>RFC</i> NHTS Office
	7. Endorses reply memorandum	None	5 minutes	<i>OIC-PPD Chief</i> PPD Office
	8. Signs reply memorandum	None	1 day	<i>Regional Director</i> Office of the Regional Director
	9. Tracks response letter and send reply letter along the requested datasets to the email address provided by the requesting party	None	10 minutes	<i>Admin Assistant III</i> NHTS Office
	10. Administer Client Satisfactory Survey	None	2 minutes	
	TOTAL		2 Day, 57 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the

	Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

23. RISK RESILIENCY PROGRAM – CLIMATE CHANGE ADAPTATION AND MITIGATION (RRP-CCAM) THRU CASH-FOR-WORK MODALITY (CFW)

This refers to the provision of Cash-for-Work assistance to local government units identified by the Field Office to implement projects relating to risk resiliency and climate change adaptation and mitigation.

Change adaptation and mitigation:	
Office or Division	Disaster Response Management Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Local Government Units
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Sangguniang Bayan (SB) Resolution	Client
* Duly notarized Specific Implementation Agreement (SIA)	Client
* Certificate of Eligibility of Beneficiaries	Client
* Project Proposal signed by the Local Chief Executive or any authorized representative	Client
Photos (Before, During and After) with specified vantage point of the project area	Client
Work Accomplishment Report with complete signatories, to wit: <ul style="list-style-type: none">• Barangay Captain• MSWDO• Mayor	Client

** Certificate of Eligibility (COE) for Replacement ** Summary of Replacement	Client
*** Waiver	Client
Barangay Resolution	Client
Minutes of Meeting and Attendance Sheets	Client
Completion and Acceptance Certificate	Client
Notarized MOA from the Land Owner (if the land is owned by a private individual)	Client

* Client may coordinate with the office/division for the proper template of the documents.

** This requirement only applies if some of the beneficiaries are replacing the original beneficiaries listed in the submitted Certificate of Eligibility

*** This requirement only applies if some of the project beneficiaries opt to waive the assistance and transfer it to other beneficiaries.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted CFW requirements	None	30 minutes	RRP-CCAM Focal
	Technical Review and Approving of the documents	None	2 days	DRRS Head, DRMD Chief and Regional Director/Approving Officer
	Preparation of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and Time Tally Sheets	None	30 minutes	Administrative Assistant
	Approving of CAP, DV and CA to the Finance and Management Division and the Regional Director/Approving Officer	None	9 working days	Finance and Management Division, Regional Director/Approving Officer
	Coordinate with the LGU thru the	None	15 minutes	RRP-CCAM Staff

	C/MSWDO on the schedule of payout			
2. Assist in the conduct of payout to the beneficiaries	Distribution of CFW to the beneficiaries	None	1 day	DRMD Staff and payout masters
<i>Note: Step 2 will only resume once all the beneficiaries have already finished the 10-day work as required by the project implementation.</i>				
TOTAL		None	12 working days, 1 hour and 17 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>

24. STUDENT TRAINING SERVICES

Student Training Service is a component of the National Service Training Program whose program of activities are contributory to the general welfare and betterment of life for the members of the community, or the enhancement of its facilities, especially those devoted to improving health, education, environment, entrepreneurship, safety, recreation and morals of the citizenry.

Office or Division:	Capacity Building Section (CBS)			
Classification:	Simple			
Type of Transaction:	Government to Academe			
Who May Avail:	All Students from any State & Private Universities and Colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form Memorandum of Agreement (with the School) Internship Agreement (with the Student)			DSWD DSWD Concerned School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of intent, endorsement letter from academe and personal information	Section processes on received student training applications	none	1 hour	Records Section
	Receives routed pertinent documents from applicant	none	1 hour	Administrative Assistant of CBS
	Validates the application and forwards it to the Student Training Coordinator	none	1 hour	CBS Head
	Receives validated application and checks if the Field Office can still accommodate new student trainees	none	10 minutes	Student Training Coordinator
Receives letter stating declination of application (if there is no available unit or section for placement)	Conducts Inventory of Agency's Learning Resources	none	1 hour	Student Training Coordinator

Confirms attendance to orientation	Contacts applicant and informs him/her of the final orientation schedule	none	10 minutes	Student Training Coordinator
Attends orientation as scheduled	Conducts orientation on the DSWD Programs and Services and the Student Training Services	none	4 hours	Student Training Coordinator
Fills-out Agreement Form and other STP requirements	Provides agreement form to OJT	none	1 hour	Student Training Coordinator
	Contacts Agency Field Instructors needing OJT	none	10 minutes	Student Training Coordinator
	Deploys applicant to Agency Field Instructor's workplace	none	10 minutes	Student Training Coordinator
	Accept student trainees	none	10 minutes	Agency Field Instructors
Get STP identification card and handbook	Issues STP identification card and handbook to trainees	none	20 minutes	Student Training Coordinator
	Encodes OJT applicants in the STP Portal	none	20 minutes	Student Training Coordinator
Render required OJT hours	Validates number of rendered OJT hours	none	10 minutes	Student Training Coordinator
Complies with initial requirements for the evaluation & fills-out Student Trainee's Evaluation form	Checks requirements according to completeness	Php 500.00	1 hour	Student Training Coordinator
	Fills-out Assessment of the Student and Field Placement or OJT experience	none	30 minutes	Agency Field Instructor
	Prepares schedule, venue and other logistical requirements for exit conference	none	30 minutes	Student Training Coordinator

	Approves and attends exit conference	none	10 minutes	CBS Head
Attends exit conference	Facilitates exit conference	none	2 hours	Student Training Coordinator
Receives certificate of completion	Prepares certificate of completion	none	15 minutes	Administrative Assistant of CBS
	Updates STP Portal	none	10 minutes	Student Training Coordinator
TOTAL		Php 500	15 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in the Regional Learning Commons. Contact information: (085) 342-5619 local 132
How feedback is processed	Every end of OJT period, the Student Training Coordinator opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box at the Regional Learning Commons Complaint can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
How complaint are processed	The Student Training Coordinator opens the complaints box on daily basis and evaluate each complaint. Upon evaluation, the Student Training Coordinator shall start the investigation and forward the complaint to the relevant office for their explanation. The Student Training Coordinator will make a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Student Training Coordinator will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
Contact Information	For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132

25. TRAINING SERVICES FOR EXTERNAL PARTNERS

This covers the entire process of training development and management that covers administration of learning needs assessment, development of training design, pre-training preparations, training management and monitoring and evaluation of learning of all training services implemented at the Field Office level or as requested by the local government units.

Office or Division:	Capacity Building Section (CBS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Academe			
Who May Avail:	All Students from any State & Private Universities and Colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form Memorandum of Agreement (with the School) Internship Agreement (with the Student)			DSWD DSWD Concerned School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of intent, endorsement letter from academe and personal information	Section processes on received student training applications	none	1 hour	Records Section
	Receives routed pertinent documents from applicant	none	1 hour	Administrative Assistant of CBS
	Validates the application and forwards it to the Student Training Coordinator	none	1 hour	CBS Head
	Receives validated application and checks if the Field Office can still accommodate new student	none	10 minutes	Student Training Coordinator

	trainees			
Receives letter stating declination of application (if there is no available unit or section for placement)	Conducts Inventory of Agency's Learning Resources	none	1 hour	Student Training Coordinator
Confirms attendance to orientation	Contacts applicant and informs him/her of the final orientation schedule	none	10 minutes	Student Training Coordinator
Attends orientation as scheduled	Conducts orientation on the DSWD Programs and Services and the Student Training Services	none	4 hours	Student Training Coordinator
Fills-out Agreement Form and other STP requirements	Provides agreement form to OJT	none	1 hour	Student Training Coordinator
	Contacts Agency Field Instructors needing OJT	none	10 minutes	Student Training Coordinator
	Deploys applicant to Agency Field Instructor's workplace	none	10 minutes	Student Training Coordinator
	Accept student trainees	none	10 minutes	Agency Field Instructors
Get STP identification card and handbook	Issues STP identification card and handbook to trainees	none	20 minutes	Student Training Coordinator
	Encodes OJT applicants in the STP Portal	none	20 minutes	Student Training Coordinator
Render required OJT hours	Validates number of rendered OJT	none	10 minutes	Student Training Coordinator

	hours			
Complies with initial requirements for the evaluation & fills-out Student Trainee's Evaluation form	Checks requirements according to completeness	Php 500.00	1 hour	Student Training Coordinator
	Fills-out Assessment of the Student and Field Placement or OJT experience	none	30 minutes	Agency Field Instructor
	Prepares schedule, venue and other logistical requirements for exit conference	none	30 minutes	Student Training Coordinator
	Approves and attends exit conference	none	10 minutes	CBS Head
Attends exit conference	Facilitates exit conference	none	2 hours	Student Training Coordinator
Receives certificate of completion	Prepares certificate of completion	none	15 minutes	Administrative Assistant of CBS
	Updates STP Portal	none	10 minutes	Student Training Coordinator
TOTAL		Php 500	15 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in the Regional Learning Commons. Contact information: (085) 342-5619 local 132
How feedback is processed	Every end of OJT period, the Student Training Coordinator opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
How to file a complaint	Answer the client Complaint Form and drop it at the

	<p>designated drop box at the Regional Learning Commons</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>
How complaint are processed	<p>The Student Training Coordinator opens the complaints box on daily basis and evaluate each complaint.</p> <p>Upon evaluation, the Student Training Coordinator shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Student Training Coordinator will make a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Student Training Coordinator will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>
Contact Information	<p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>

DSWD FIELD OFFICE CAR

External Services

1. Processing of Applications for Scholarship (Local and Foreign)

Office or Division:		Learning and Development Section		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Based on Annex C.2 of AO No. 16, series of 2018:				
1. Accomplished Application Form		May be downloaded from the network shared folder.		
2. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered		Request thru LDS		
3. Service Record		Request thru PAS		
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods		Request thru HRPPMS		
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant		Request thru PAS		
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program		Request thru LDS		
7. Updated Personal Data Sheet (PDS)		May be downloaded from the network shared folder.		
8. Regional Personnel Development Committee Resolution		LDS		
9. Medical Certificate (for Foreign Scholarships)		Issued by any authorized government physician		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits invitation to apply for scholarship	1.1 Receives and logs the invitation to apply for scholarship.	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for application.	None	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call for application.	None	5-10 minutes	LDS Head
	1.4. Routes the call for application for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for application.	None	1-5 minutes	Administrative staff
2. Accomplishes the application form and secures and submits to the LDS the necessary requirements.	2.1 Receives and screens the submitted requirements, and assesses if the applicant meets the minimum qualification criteria. 2.3 If the applicant does not meet the qualification criteria, a regret letter is prepared, routes for signing, and is send to the concerned staff. 2.3 If the applicant meets the minimum qualification criteria, proceed to the next step.	None	1-5 days (depending on the given deadline of submission of application)	Technical staff Technical staff, LDS Head, Administrative staff
	2.4 Prepares the matrix of applicant and selection criteria.	None	1 hour	Technical staff
	2.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	2.6 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	2.7 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	2.8 Receives and	None	1-5 minutes	Administrative staff

	routes/sends thru email the hard copy of the notice of meeting.			
	2.9 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	2.10 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	2.11 Reviews the resolution.	None	5-10 minutes	LDS Head
	2.12 Routes the resolution for signing of the committee members.	None	1 days	Administrative staff
	2.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	2.14 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
	2.15 Reviews the transmittal.	None	1-5 minutes	LDS Head
	2.16 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff
	2.17 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email.	None	10-20 minutes	Administrative staff
	2.18 Receives notification from the PDC Secretariat of the Central Office on the results of the application.	None	3-6 months for the DSWD Funded Scholarship 2 weeks-1 month for externally sponsored scholarship	Technical staff

	6.19.1 If the applicant was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, administrative staff
	6.16.2 If the applicant was considered for the scholarship, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.	None	1-2 hours	Technical staff, LDS Head, administrative staff
3. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor and the Regional Director, and submits the signed contract together with the notarization fee to LDS for sending to the PDC Secretariat of the Central Office.	3.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	3.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	3.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	3.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier.	None	5-10 minutes	Administrative staff
	3.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff
	3.7 Receives, logs, and provides a copy of the approved and notarized copy of the scholarship contract to the concerned staff	None	1-5 minutes	Administrative staff

	and PAS.			
	3.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

2. Processing of Application for Study Leave

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Letter of Intent/Written request for non-scholarship grant duly	-From the requesting staff.

endorsed by his/her immediate supervisor and the Regional Director				
2. Accomplished Application Form				
3. Service Record				
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods				
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant				
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program				
7. Updated Personal Data Sheet (PDS)				
8. Accomplished Application for Leave Form				
9. Permit to take Board/ Licensure Examination or Schedule of Examination (in preparation for professional licensure or comprehensive examinations)				
10. School Registration/ Enrollment Form/ Schedule of Classes (for completion of academic requirements such as thesis or practicum)				
-May be downloaded from the network shared folder. -Request thru PAS -Request thru HRPMS -Request thru PAS -Request thru LDS -May be downloaded from the network shared folder. -May be downloaded from the network shared folder. -From the Professional Regulation Commission or school/university where the requesting staff is enrolled. -From the school/university where the requesting staff is enrolled.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification	None	5-10 minutes	Technical staff

	criteria. 1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff. 1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.	None	1-2 hours	Technical staff, LDS Head, Administrative staff
	1.4 Prepares the matrix of applicant.	None	15-30 minutes	Technical staff
	1.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	1.6 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.7 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.8 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.9 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	1.10 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	1.11 Reviews the resolution.	None	5-10 minutes	LDS Head
	1.12 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	1.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.14 Prepares the study leave contract and congratulatory	None	30 minutes-1 hour	Technical staff

	letter.			
	1.15 Reviews the contract and congratulatory letter.	None	5-10 minutes	LDS Head
	1.16 Routes the contract for content review/approval and the letter for signing.	None	1-5 minutes	Administrative staff
	1.16.1 Revises the contract based on the inputs.	None	15-30 minutes	Technical staff
	1.17 Routes the contract and letter to the concerned staff.	None	1-5 minutes	Administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor.	2.1 Receives the contract and routes for signing of the Regional Director.	None	1-2 days	Administrative staff
	2.2 Receives the signed contract, routes to the concerned, and provide instructions for the notarization.	None	5-10 minutes	Administrative staff
3. Facilitates the notarization of the contract and submits back to LDS.	3.1 Receives and logs the notarized copy of the contract.	50.00	1-2 days	Administrative staff
	3.2 Releases a copy to the concerned staff and to PAS.			Administrative staff
	3.3 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the	

	response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

3. Processing of Application for Official Time to Attend Foreign Scholarship, Training, and Short Term Non-Degree Courses

Office or Division:	Learning and Development Section
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	From the requesting staff.
2. Accomplished Application Form	May be downloaded from the network shared folder.
3. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS

4. Service Record 5. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods 6. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant 7. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program 8. Updated Personal Data Sheet (PDS) 9. Regional Personnel Development Committee Resolution 10. Medical Certificate 11. Acceptance Letter or Invitation from the Sponsoring Agency/ Organization		Request thru PAS Request thru HRPPMS Request thru PAS Request thru LDS May be downloaded from the network shared folder. LDS Issued by any authorized government physician Issued by the Sponsoring Agency/ Organization		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria.	None	5-10 minutes	Technical staff
	1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and	None	1-2 hours	Technical staff, LDS Head, Administrative staff

	<p>reviewed, routes for signing, and is send to the concerned staff.</p> <p>1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.</p>			
	1.4 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	1.5 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.6 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.7 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.8 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	1.9 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	1.10 Reviews the resolution.	None	5-10 minutes	LDS Head
	1.11 Routes the resolution for signing of the committee members.	None	1 days	Administrative staff
	1.12 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.13 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
	1.14 Reviews the transmittal.	None	1-5 minutes	LDS Head
	1.15 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff

	1.16 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email.	None	10-20 minutes	Administrative staff
	1.17 Receives notification from the PDC Secretariat of the Central Office on the results of the application.	None	2 weeks-1 month (depending on the urgency of the request)	Technical staff
	1.17.1 If the applicant's request was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, administrative staff
	1.17.2 If the request was considered, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.	None	1-2 hours	Technical staff, LDS Head, administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor and the Regional Director, and submits the signed contract together with the notarization fee to LDS for sending to the PDC Secretariat	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	2.5 Receives and routes signed transmittal, contract,	None	5-10 minutes	Administrative staff

of the Central Office.	and notarization fee to RAMS for sending to the Central Office thru a courier.			
	2.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff
	2.7 Receives, logs, and provides a copy of the approved and notarized copy of the contract to the concerned staff and PAS.	None	1-5 minutes	Administrative staff
	2.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/		

+0917871 9893/ +63917-872
0256/ +63919 065 5356- 68 or
through email address:
focar@dswd.gov.ph or
through Facebook account:
www.
facebook.com/dswdfocar

4. Processing of Application for Fund Augmentation for Matriculation or Thesis/Dissertation

Office or Division:	Learning and Development Section
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	From the requesting staff.
2. Accomplished Application Form	May be downloaded from the network shared folder.
3. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS
4. Service Record	Request thru PAS
5. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru HRPPMS
6. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	Request thru PAS
7. Certification of No Current Service Obligation and No Pending Nomination related to other	Request thru LDS

Local/Foreign Scholarship or Training Program		May be downloaded from the network shared folder.		
8. Updated Personal Data Sheet (PDS)				
9. Regional Personnel Development Committee Resolution		LDS		
10. School Registration/ Enrollment Form/ Schedule of Classes		From the school/university where the requesting staff is enrolled.		
11. Thesis/ Dissertation Proposal Aligned to the Research Agenda or Priority/ Performance Areas of DSWD		From the requesting staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria.	None	5-10 minutes	Technical staff
	1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, Administrative staff
	1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.			
	1.4 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff

	1.5 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.6 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.7 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.8 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	1.9 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	1.10 Reviews the resolution.	None	5-10 minutes	LDS Head
	1.11 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	1.12 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.13 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
	1.14 Reviews the transmittal.	None	1-5 minutes	LDS Head
	1.15 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff
	1.16 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email.	None	10-20 minutes	Administrative staff
	1.17 Receives notification from the PDC Secretariat of the Central Office on	None	2 weeks-1 month (depending on the	Technical staff

	<p>the results of the application</p> <p>1.17.1 If the applicant's request was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.</p> <p>1.17.2 If the request was considered, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.</p>	<p>None</p> <p>None</p>	<p>urgency of the request)</p> <p>1-2 hours</p> <p>1-2 hours</p>	<p>Technical staff, LDS Head, administrative staff</p> <p>Technical staff, LDS Head, administrative staff</p>
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor and the Regional Director, and submits the signed contract together with the notarization fee to LDS for sending to the PDC Secretariat of the Central Office.	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	2.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier.	None	5-10 minutes	Administrative staff
	2.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff
	2.7 Receives, logs, and provides a copy	None	1-5 minutes	Administrative staff

	of the approved and notarized copy of the contract to the concerned staff and PAS.			
	2.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

5. Processing of Request for Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		-From the requesting staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the written request to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the certification.	None	10-20 minutes	Technical or administrative staff
	1.3 Reviews the certification.	None	1-5 minutes	LDS Head
	1.4 Routes the certification for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/releases the certification to the concerned staff.	None	1-5 minutes	
	1.6 Files a copy of the certification to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the response within the reglementary period and send	

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

6. Processing of Reimbursement of Tuition and Miscellaneous Fees of DSWD Funded Scholars/Grantees

Office or Division:	Learning and Development Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public (Staff)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Enrollment Form	-From the scholar/grantee			
2. Official Receipt of payment	-From the scholar/grantee			
3. Monitoring reports	-May be downloaded from the network shared folder.			
4. Grades from the Previous Semester	-From the scholar/grantee			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the requirements as reflected in the checklist to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses of the documents.	None	5-10 minutes	Technical staff

	1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Scholars/Grantees under the Educational Program.			
	1.2.2 If the scholar/grantee meets the terms and conditions, proceed to the next step.			
	1.3 Prepares the ORS/DV and attachments.	None	10-15 minutes	Technical staff
	1.4 Reviews and signs the ORS/DV and attachments.	None	1-5 minutes	LDS Head
	1.5 Routes the ORS/DV for signing and processing of the FMD.	None	1-5 minutes	Administrative staff
	1.6 Follows up with the Cash Section the status of the reimbursement.	None	1-5 days	Administrative staff
	1.6.1 If the reimbursement was already deposited to the bank account of the scholar, he/she will be informed.			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send		

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

7. Monitoring of Existing Scholars/Grantees under the Educational Support Program (per semester/trimester)

Office or Division:		Learning and Development Section		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Enrollment Form for the current semester/trimester		From the scholar/grantee		
2. Official receipt of payments made		From the scholar/grantee		
3. Monitoring reports for scholars		May be downloaded from the network-shared folder.		
4. Grades from the Previous Semester		From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds grantee on the submission of his/her scholarship requirements at the end of every semester/trimester.	None	10-15 minutes	Technical or administrative staff

2. Submits the requirements as reflected in the checklist to LDS.	2.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	2.2 Screens and assesses the documents. 2.2.1 If the scholar/grantee meets the terms and conditions, proceed to step 1.3 under H. Processing of Reimbursement of Tuition and Miscellaneous Fees of DSWD Funded Scholars/Grantees. 2.2.2 If the scholar/grantee did not meet the terms and conditions, proceed to the next step.	None	5-10 minutes	Technical staff
	2.3 Raises the concern with the RPDC Chairperson and informs the PDC Secretariat of the Central Office thru a memorandum for resolution.	None	30 minutes-1 hour	Technical staff
	2.4 Reviews the memorandum.	None	1-5 minutes	LDS Head
	2.5 Routes the report for signing.	None	1-5 minutes	Administrative staff
	2.6 Receives and routes the report to RAMS for sending to the Central Office.	None	1-5 minutes	Administrative staff
	2.7 Scans and emails an advance copy of the report.	None	5-10 minutes	Administrative staff
	2.8 Receives resolution and memorandum on the decision of the PDC-Central Office regarding the scholarship/grant of	None	2 weeks-1 month	Technical staff

	<p>the staff.</p> <p>2.8.1 If the decision is to terminate the grant and to implement corresponding penalties, the staff will be informed and provided technical assistance</p> <p>2.8.2 If the decision is for the scholar to continue his/her grant, proceed to the next step.</p>			
	2.9 The staff is reminded on his responsibilities as a scholar/grantee as stipulated in his/her contract.	None	10-15 minutes	Technical staff
	2.10 Prepares the database and semestral report for submission to HRMDS.	None	1-2 days	Technical staff
	2.11 Reviews the database and report.	None	30 minutes-1 hour	LDS Head
	2.12 Routes the documents for signing.	None	1-5 minutes	Administrative staff
	2.13 Receives and routes the signed documents to RAMS for sending to Central Office.	None	1-5 minutes	Administrative staff
	2.14 Scans and emails an advance copy of the report.	None	10-15 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed		

	by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglmentary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

8. Monitoring of the Implementation of the Educational Support for DSWD Employees

Office or Division:	Learning and Development Section			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public (Staff)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Completion requirements of the scholar/grantee (diploma, TOR, thesis, travel/training feedback report, or Re-Entry Action Plan)	-From the scholar/grantee			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds the scholar/grantee on the submission of their completion requirements at the			

	end of their scholarship/travel/training.			
2. Submits the completion requirements to LDS.	2.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	2.2 Screens and assesses the documents.	None	5-10 minutes	Technical staff
	2.3 Prepares memorandum to remind the staff on his/her service obligation or implementation of their Re-Entry Action Plan.	None	30 minutes-1 hour	Technical staff
	2.4 Reviews the memorandum.	None	1-5 minutes	LDS Head
	2.5 Routes the memorandum for signing.	None	1-5 minutes	Administrative staff
	2.6 Receives and routes the memorandum to the concerned staff.	None	1-5 minutes	Administrative staff
3. Receives the memorandum and starts with his/her service obligation or implementation of his/her REAP.	3.1 Prepares memorandum to ask for feedback from the supervisor of the scholar/grantee on the implementation of the REAP.	None	6 months-2 years	Technical staff
	3.2 Receives and consolidates report.	None	1-5 minutes	Administrative staff
	3.3 Integrates updates in the semestral report for submission to HRMDS.	None	1 day	Technical staff
	3.4 Reviews the report.	None	30 minutes-1 hour	LDS Head
	3.5 Routes the documents for signing.	None	1-5 minutes	Administrative staff
	3.6 Receives and routes the signed documents to RAMS for sending to Central Office.	None	1-5 minutes	Administrative staff

	3.7 Scans and emails an advance copy of the report.	None	10-15 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

9. Processing of Request for the Modified Work Schedule of DSWD Funded Scholars

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Written request/letter of intent		-From the scholar/grantee		
2. Enrollment Form for the current semester/trimester		-From the scholar/grantee		
3. Monitoring reports for scholars		-May be downloaded from the network shared folder.		
4. Grades from the previous semester/trimester		-From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses the documents. 1.2.1 If the scholar did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Existing Scholars/Grantees under the Educational Support Program. 1.2.2 If the scholar meets the terms and conditions, proceed to the next step.	None	5-10 minutes	Technical staff
	1.3 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	1.4 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.5 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.6 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.7 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff

	1.8 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	1.9 Reviews the resolution.	None	5-10 minutes	LDS Head
	1.10 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	1.11 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.12 Prepares the RSO for the modified work schedule of the scholar.	None	10-15 minutes	Administrative or technical staff
	1.13 Reviews the RSO.	None	1-5 minutes	LDS Head
	1.14 Routes the RSO for signing.	None	1-5 minutes	Administrative staff
	1.15 Receives and routes/releases the RSO to the scholar and PAS.	None	5-10 minutes	Administrative staff
	1.16 Files a copy of the RSO to the individual folder of the scholar.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or	

	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

10. Processing of Request for Authority to Enroll or Authority to Practice Profession (per semester/trimester)

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public (Staff)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Written request/letter of intent duly endorsed by his/her immediate supervisor and approved by the Regional Director	-From the requesting staff -From the requesting staff -From the scholar/grantee -May be downloaded from the network shared folder.			
For those requesting for an authority to enroll only:				
1. Enrollment form for the current semester				
2. Grades from the previous semester				
3. Monitoring report for non-scholars				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the authority to enroll or practice profession.	None	10-20 minutes	Administrative staff
	1.3 Reviews the document.	None	1-5 minutes	LDS Head
	1.4 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and	None	10-20	Administrative and

	routes/sends thru email the documents to the concerned staff. 1.5.1 Reminds the enrolled staff to submit his/her enrollment form, grades, and monitoring reports at the of the current semester.		minutes	technical staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline Desk / Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

11. Monitoring of Non Scholars (per semester/trimester)

Office or Division:	Learning and Development Section
Classification:	Highly Technical

Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Enrollment form		From the enrolled staff		
2. Grades from the previous semester		From the enrolled staff		
3. Monitoring report for non-scholars		May be downloaded from the network-shared folder.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds the enrolled staff on the submission of their monitoring reports, grades, and enrollment form at the end of each semester/trimester.	None	5-10 minutes	Administrative or technical staff
2. Submits the complete documents to LDS.	1.1 Receives and logs the documents.	None	1-5 days	Administrative staff
	1.2 Screens and files the documents in the individual folder of the staff.	None	5-10 minutes	Technical staff
	1.2 Prepares the acknowledgement.	None	10-15 minutes	Technical staff
	1.3 Reviews the acknowledgement.	None	1-5 minutes	LDS Head
	1.4 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the documents to the concerned staff.	None	5-10 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and		

	Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

12. Processing of Notice to Refund

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Clearance Form		-From the retiring/resigning staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Clearance form is routed to LDS for the signature of the Head under the scholarship services.	1.1 Receives the clearance.	None	1-5 minutes	Administrative staff
	1.2 Checks the database of staff provided with IDCA/LDI if the staff applying for clearance has complied with the terms and conditions indicated in the L&D Undertaking.	None	5-10 minutes	Administrative or technical staff, LDS Head
	1.2.1 If the staff has complied, the clearance will be signed by the LDS			

	Head.			
	1.2.2 If the staff has not complied, proceed to the next step.			
	1.3 Informs/Explains to the staff that he/she need to refund the amount invested for her attendance to IDCBA/LDI on which terms and conditions were not complied.	None	1-5 minutes	Administrative or technical staff
	1.4 Prepares the notice to refund as reference for the Cash Section to collect due and demandable amount.	None	5-10 minutes	Administrative or technical staff
	1.5 Reviews the notice to refund.	None	1-5 minutes	LDS Head
	1.6 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.7 Receives and routes/sends thru email the documents to the concerned staff.	None	5-10 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the		

	DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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13. Learning and Development - Review of IDCBA Proposal

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. IDCBA Proposal		-From the requesting ODSUs/proponent		
2. WFP/PPMP		-From the requesting ODSUs/proponent		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits to LDS the IDCBA proposal and attachments for review.	1.1 Receives, logs, and endorses the documents to the LDS Head for action.	None	1-5 minutes	Administrative staff
	1.2 Checks the completeness of the attachments and reviews the proposal. 1.2.1 If without inputs, proceed to step 2.3. 1.2.2 If with inputs, proceed to the next steps.	None	1-2 hours	Technical staff or LDS Head
	1.3 Returns/Routes the proposal to the proponent.	None	1-5 minutes	Administrative staff
2. Receives the proposal, integrates the inputs, and returns/routes the proposal to LDS.	2.1 Receives, logs, and endorses the documents to the LDS Head/technical for action.	None	1-2 days	Administrative staff
	2.2 Checks if the	None	5-10	LDS Head or

	inputs were integrated.		minutes	technical staff
	2.3 Signs the proposal.	None	1 minute	LDS Head
	2.4 Indicates control number in the proposal.	None	1-5 minutes	Administrative staff
	2.5 Routes the proposal to the Procurement Section.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

14. Review of Request for Quotations (RFQs)

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

1. Request for Quotation 2. IDCBA Proposal 3. WFP/PPMP 4. Technical specifications (for Lease of Venue only) 5. Suggested menu (for catering services only) 6. Terms of Reference (for hiring of LSP)		From the Procurement Section From the requesting ODSUs/proponent From the requesting ODSUs/proponent May be downloaded from the network shared folder/CBS Portal. From the requesting ODSUs/proponent May be downloaded from the network shared folder/CBS Portal.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits to LDS the RFQ and attachments for review.	1.1 Receives, logs, and endorses the documents to the LDS Head for action.	None	1-5 minutes	Administrative staff
	1.2 Checks the completeness of the attachments and reviews the RFQ. 1.2.1 If without inputs, proceed to step 2.3. 1.2.2 If with inputs, proceed to the next steps.	None	10-15 minutes	Technical staff or LDS Head
	1.3 Returns/Routes the RFQ to the Procurement Section.	None	1-5 minutes	Administrative staff
2. Receives the RFQ, integrates the inputs, and returns/routes the RFQ to LDS.	2.1 Receives, logs, and endorses the documents to the LDS Head/technical for action.	None	1 day	Administrative staff
	2.2 Checks if the inputs were integrated.	None	1-5 minutes	LDS Head or technical staff
	2.3 Indicates initials in the RFQ.	None	1 minute	LDS Head
	2.5 Routes the proposal to the Procurement Section.	None	1-5 minutes	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form		

	of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

15. Processing of Application for the Student Internship Program

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Endorsement Letter from the School duly approved by the Regional Director	From the applicant
2. Resume	From the applicant
3. Medical Certificate	From the school physician or any authorized government physician
4. One 2x2 ID picture with white background	From the applicant

5. Memorandum of Agreement executed between DSWD and the school Additional requirement for foreign students: 1. Student Visa 2. Other proof of legality of stay in the Philippines		If not existing, template will be provided by LDS. From the applicant From the applicant		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	1. 2. Screens the documents and checks availability of slots. 1.3 If the documents are complete and there are available slots, proceed to step 4.2. 1.4 If some documents are lacking or there are no available slots, proceed to the next step.	None	1-5 minutes	SIP Focal Person and LDS Head
	1.5 Informs the applicant thru email, SMS, or phone call. 1.6 If the applicant only need to submit lacking documents, proceed to the next step. 1.7 If there are no available slots for the applicant, end of process.	None	1-5 minutes	SIP Focal Person/Technical staff

2. Submits the lacking documents (walk-in or thru email).	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	SIP Focal Person/Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

16. Deployment of Interns

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Pre-deployment Orientation	-To be conducted by the LDS

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Attends the scheduled pre-deployment orientation.	1.1 Conducts the pre-deployment orientation (includes tour and physical endorsement of the interns if the area of assignment is within the Field Office, Regional Haven for Girls and Women, SWAD Benguet, RLRC, and Training Center).	None	2 hours	SIP Focal Person/Technical Staff
	1.2 Prepares the memorandum for endorsement and ID of the interns.	None	15-30 minutes	SIP Focal Person/Technical Staff
	1.3 Reviews the memorandum and checks the ID templates.	None	1-5 minutes	LDS Head
	1.4 Routes the memorandum for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the memorandum.	None	1-5 minutes	Administrative staff
2. Starts with the internship program		None		
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline Desk / Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue	

	Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

17. Monitoring of Interns while on Deployment

Office or Division:	Learning and Development Section			
Classification:	Complex			
Type of Transaction:	Government to Clients			
Who may avail:	External Public			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Internship Action Plan	-Template will be provided by LDS during the pre-deployment orientation			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit the approved Internship Action Plan to the SIP Focal Person/LDS.	1.1 Encodes the details of the interns in the Database.	None	15-30 minutes	SIP Focal Person/Technical Staff
	1.2 Prepares monitoring plan for the students.	None	2-4 hours	SIP Focal Person/Technical Staff
	1.3 Reviews and approves the plan.	None	10-15 minutes	LDS Head
	1.4 Implements/ Executes the activities indicated in the plan (conducts of random spot-checks and/or mid-internship monitoring conferences, attends to the	None	2 weeks-6 months (depending on the term of the internship program)	SIP Focal Person/Technical Staff

	inquiries/needs/ concerns of the interns, reviews the DTR and accomplishment, etc.)			
	1.5 Prepares the monitoring report.	None	4 hours-1 days	SIP Focal Person/Technical Staff
	1.6 Reviews and approves the report.	None	15-30 minutes	LDS Head
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.	
Complaint through 8888 Desk/ Hotline Desk / Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

18. Issuance of Certificate of Completion

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Daily Time Record and Accomplishment Report		Template will be provided by LDS during the pre-deployment orientation		
2. Evaluation Form		Template issued by the school and accomplished by the Supervisor in the area of assignment		
3. Feedback Report		Template will be provided by LDS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Notifies the SIP Focal Person on their last day of duty in their area of assignment.	1.1 Instructs the interns on the post-internship requirements that they need to submit during the exit conference.	None	5-10 minutes	SIP Focal Person/Technical Staff
	1.2 Informs the interns on the schedule of the exit conference.	None	5-10 minutes	SIP Focal Person/Technical Staff
2. Attends the scheduled exit conference.	2.1 Conducts the exit conference.	None	1-2 hours	SIP Focal Person/Technical Staff
	2.2 Informs interns on the turnaround time in processing the Certificate of Completion once they have submitted all their post-internship requirements.	None	1-5 minutes	SIP Focal Person/Technical Staff
3. Submits the post-internship requirements.	3.1 Prepares the Certificate of Completion.	None	10 minutes	SIP Focal Person/Technical Staff
	3.2 Reviews the certificate and indicates initials.	None	1-5 minutes	LDS Head
	3.3 Routes the certificate for signing.	None	1-5 minutes	Administrative staff
	3.4 Receives, logs, and endorses the signed certificate to the SIP Focal Person.	None	1-5 minutes	Administrative staff
	3.5 Informs the interns on the availability of the certificate.	None	1-5 minutes	SIP Focal Person/Technical Staff

4. Claims the certificate in the Field Office.	4.1 Releases the certificate to the interns.	None	1-2 days	Administrative staff or SIP Focal Person
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline Desk / Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

19. Processing of Application for the Bayanihang Bayan Program (except during disaster operations) for individuals

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished registration form	Form to be provided by LDS
2. Barangay Clearance	Issued by the barangay where the applicant resides
3. Medical Certificate	Issued by any authorized government physician
4. Photocopy of one valid ID	From the applicant

5. Letter of Intent duly approved by the Regional Director 6. One 2x2 ID picture Additional requirements for foreign nationals: 1. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA) 2. Proof of legality of stay in the Philippines		From the applicant From the applicant Issued by PNVSCA From the applicant		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	2. Screens the documents and checks availability of slots. 2.1 If the documents are complete and there are available slots, proceed to step 4.2. 2.2 If some documents are lacking or there are no available slots, proceed to the next step.	None	1-5 minutes	BBP Focal Person and LDS Head
	3. Informs the applicant thru email, SMS, or phone call. 3.1 If the applicant only need to submit lacking documents, proceed to the next step. 3.2 If there are no	None	1-5 minutes	BBP Focal Person/Technical staff

	available slots for the requesting party, they will be considered as pool of volunteers.			
2. Submits the lacking documents (walk-in or thru email).	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	BBP Focal Person/Technical staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline Desk / Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

20. Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for organizations

Office or Division:	Learning and Development Section
Classification:	Simple

Type of Transaction:		Government to Clients		
Who may avail:		External Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished registration form		Form to be provided by LDS		
2. Barangay Clearance of each of the members to be involved		Issued by the barangay where each member of the organization resides		
3. Medical Certificate of each of the members to be involved		Issued by any authorized government physician		
4. Photocopy of one valid ID for each of the members to be involved		From the applicant		
5. Letter of Intent duly approved by the Regional Director		From the organization		
6. One 2x2 ID picture of each of the members to be involved		From the applicant		
7. List of members to be involved		From the organization		
8. Memorandum of Agreement executed between the DSWD and the Organization		Template to be issued by LDS		
9. Parent consent of all members who are below 18 years' old		From the applicant		
Additional requirements for foreign nationals:		Issued by PNVSCA		
10. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA)		From the applicant		
11. Proof of legality of stay in the Philippines		Template to be issued by LDS		
12. A bilateral agreement or memorandum of agreement between the head of the organization volunteering and the Philippine government represented by the DSWD Secretary.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	2. Screens the documents and checks availability of slots. 2.1 If the documents are complete and there are available slots, proceed to step 4.2. 2.2 If some documents are lacking or there are no available slots, proceed to the next step.	None	1-5 minutes	BBP Focal Person and LDS Head
	3. Informs the applicant thru email, SMS, or phone call. 3.1 If the applicant only need to submit lacking documents, proceed to the next step. 3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.	None	1-5 minutes	BBP Focal Person/Technical staff
2. Submits the lacking documents (walk-in or thru email).	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	BBP Focal Person/Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form	

	of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk / Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

21. Deployment of Volunteers

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Clients		
Who may avail:		External Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Pre-deployment Orientation		-To be conducted by the LDS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Attends the scheduled pre-deployment orientation.	1.1 Conducts the pre-deployment orientation (includes tour and physical endorsement of the applicant if the area of assignment is	None	2 hours	BBP Focal Person/Technical Staff

	within the Field Office, Regional Haven for Girls and Women, SWAD Benguet, RLRC, and Training Center).			
	1.2 Prepares the memorandum for endorsement and ID of the volunteer.	None	15-30 minutes	BBP Focal Person/Technical Staff
	1.3 Reviews the memorandum and checks the ID template.	None	1-5 minutes	LDS Head
	1.4 Routes the memorandum for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the memorandum.	None	1-5 minutes	Administrative staff
2. Starts with the volunteer work.		None		
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline Desk / Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872		

	0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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22. Monitoring of Volunteers while on Deployment

Office or Division:		Learning and Development Section		
Classification:		Complex		
Type of Transaction:		Government to Clients		
Who may avail:		External Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Volunteer Work Plan		Template will be provided by LDS during the pre-deployment orientation		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the approved Work Plan to the BBP Focal Person/LDS.	1.1 Encodes the details of the volunteers in the Database.	None	15-30 minutes	BBP Focal Person/Technical Staff
	1.2 Prepares monitoring plan for the volunteers.	None	2-4 hours	BBP Focal Person/Technical Staff
	1.3 Reviews and approves the plan.	None	10-15 minutes	LDS Head
	1.4 Implements/ Executes the activities indicated in the plan (conducts of random spot-checks, attends to the inquiries/needs/ concerns of the volunteers, etc.)	None	2 weeks-1 year (depending on the term of the volunteer program)	BBP Focal Person/Technical Staff
	1.5 Prepares the monitoring report.	None	4 hours-1 days	BBP Focal Person/Technical Staff
	1.6 Reviews and approves the report.	None	15-30 minutes	LDS Head
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through		

	quad-media will be immediately addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk /Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

23. Issuance of Certificate of Appreciation

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	External Public			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Attendance sheet	Template will be provided by LDS during the pre-deployment orientation			
2. Accomplishment Report	Template will be provided by LDS			
3. Feedback Report	Template will be provided by LDS			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Notifies the BBP Focal Person on their last day of duty in their area of assignment.	1.1 Instructs the volunteers on the post-deployment requirements that they need to submit during the exit conference.	None	5-10 minutes	BBP Focal Person/Technical Staff
	1.2 Informs the volunteers on the	None	5-10 minutes	BBP Focal Person/Technical Staff

	schedule of the exit conference.			
2. Attends the scheduled exit conference.	2.1 Conducts the exit conference.	None	1-2 hours	BBP Focal Person/Technical Staff
	2.2 Informs volunteers on the turnaround time in processing the Certificate of Appreciation once they have submitted all their post-deployment requirements.	None	1-5 minutes	BBP Focal Person/Technical Staff
3. Submits the post-deployment requirements.	3.1 Prepares the Certificate of Appreciation.	None	10 minutes	BBP Focal Person/Technical Staff
	3.2 Reviews the certificate and indicates initials.	None	1-5 minutes	LDS Head
	3.3 Routes the certificate for signing.	None	1-5 minutes	Administrative staff
	3.4 Receives, logs, and endorses the signed certificate to the BBP Focal Person.	None	1-5 minutes	Administrative staff
	3.5 Informs the volunteers on the availability of the certificate.	None	1-5 minutes	BBP Focal Person/Technical Staff
4. Claims the certificate in the Field Office.	4.1 Releases the certificate to the volunteers.	None	1-2 days	Administrative staff or BBP Focal Person
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue		

	Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

24. Processing of Modified Work Schedule

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Records of work schedules and request or memorandum requesting for work schedule	Not applicable (Generic request may be used by the requesting staff)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff.	None	5 hours	Technical Staff
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	Technical Staff
	1.3 If not eligible,			

	prepares, countersigns, and sends response to the Regional Director for signature			
	1.4 Signs the report	None	5 hours	Regional Director
	1.5 Releases correspondence to Records Section	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of LDI		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

25. Processing of Authority to Enroll

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Records of work schedules and request or memorandum requesting authority to enroll	Not applicable (Generic request may be used by the requesting staff)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff.	None	5 hours	Technical Staff
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	Technical Staff
	1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature			
	1.4 Signs the report	None	5 hours	Regional Director
	1.5 Releases correspondence to Records Section	None	1 day	Administrative Staff
Feedback and complaint mechanism				

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of LDI
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

26. Facilitation of technical assistance

Office or Division:	Sectors			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Sectors' Bureau			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form/Memorandum	Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits request for technical assistance	1.1 Receives request and logs in the Data Tracking System or logbook	None	1 day	Administrative Staff
	1.2 Checks, reviews, and verify request	None	1 day	Technical Staff
	1.3 Travel to the place of activity	None	1 day	Technical Staff
	1.4 Delivers required technical assistance	None	1 day	Technical Staff
	1.5 Travel back to station	None	1 day	Head of Sectors
	1.6 Prepares and submit After Activity Report	None	1 day	Head of Sectors
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of concerned section or sector	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of	

	Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Sectors will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

27. Preparation of Sectoral Plans or Sectoral Accomplishment Reports:

Office or Division:		Sectors		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Sectors' Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form/Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Sectoral Plan or Sectoral Accomplishment Report (SAR)	1.1 Receives request and logs in the Data Tracking System or logbook	None	5 hours day	Administrative Staff

	1.2 Checks, reviews, and verify request	None	5 hours	Technical Staff
	1.3 Prepares Sectoral Plan or SAR	None	1 day	Technical Staff
	1.4 Proof reads Sectoral Plan or SAR	None	1 day	Technical Staff
	1.5 Signs Sectoral Plan or SAR	None	1 day	Head of Sectors
	1.6 Prepares and submits Sectoral Plan and SAR	None	1 day	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the respective sectors head	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by	

	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Sectors will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

28. Preparation of Sectoral Financial Plan:

Office or Division:		Sectors		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Sectors' Bureau/ Budget Section		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form/Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Sectoral Financial Plan	1.1 Receives request and logs in the Data Tracking System or logbook	None	5 hours day	Administrative Staff

	1.2 Checks, reviews, and verify request	None	5 hours day	Technical Staff
	1.3 Prepares Sectoral Financial Plan	None	1 day	Technical Staff
	1.4 Proof reads Sectoral Financial Plan	None	1 day	Technical Staff
	1.5 Reviews and signs Sectoral Financial Plan	None	1 day	Head of Sectors
	1.6 Prepares and submits Sectoral Financial Plan	None	1 day	Administrative staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of concerned sector
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the respective section heads
Complaint/s through 8888 Desk/ Hotline	Head of Sectors will facilitate

	the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

29. Provision of Drinking Water:

Office or Division:		General Services Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Logs in the logbook		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Sectoral Financial Plan	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects number of gallon requested.	None	1 hour	Administrative staff
	1.3 Signs on the logbook after drinking water gallon has been fetched.	None	1 day	Technical Staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

30. Facilitation of use of Training Center or Dormitory:

Office or Division:	General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects calendar of use of Training Center or Dormitory	None	1 hour	Administrative staff
	1.3 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS	
Complaint/s through 8888 Desk/ Hotline			Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

31. Provision of Transportation Services:

Office or Division:		General Services Section (GSS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		Network shared folder or Through the Chauffeuring System		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects availability of vehicle	None	1 hour	Administrative staff

	1.3 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of GS Section	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS	
Complaint/s through 8888 Desk/ Hotline			Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/	

	(6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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32. Provide Certification (IPCR / Good Moral Conduct):

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		HRPPMS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects request	None	1 hour	Administrative staff
	1.3 Prepares and counter signs on the certification	None	1 hour	Technical staff
	1.4 Reviews and signs the certification	None	1 hour	Head of HRPPMS
	1.5 Logs and routes the certification to the Office of the Regional Director for signature	None	1 hour	Administrative Staff

2. Present Claim Stub	2.1 Logs and the Issues requested Certification	None	1 Day	Administrative Staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of HRPMS	
Complaint/s through 8888 Desk/ Hotline			Head of HRPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

33. Filling up of Vacant Plantilla Positions:

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Interested Applicants			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Letter of Intent / Application Letter	Applicant			
2. Personal Data Sheet (PDS) and Work Experience Sheet	www.csc.gov.ph			
3. Performance rating in the last rating period <i>* if previously with government service</i>	Government employer			
4. Certificate of Eligibility / Professional License	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)			
5. Transcript of Records (TOR)	College / University graduated			
6. Certificate of Trainings	Organizer of trainings attended			
7. Certificate of Employment and Clearance	Previous / Current Employer			
8. NBI Clearance	National Bureau of Investigation			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Check Agency's bulletin board, Facebook page, website or CSC website for list of vacancies	1.1 Publicize Notice of Vacancy in 3 conspicuous places: CSC website, office' bulletin board, website and/or official Facebook page <i>*posting period is at least 10 calendar days</i>	None	10 Days	HR Staff
2. Submit application with complete requirements	2.1 Paper screen applications received	None	2 Days	HR Focal
	2.2 Prepare Long list of applicants	None	3 Days	HR Focal
	2.3 Evaluate Education,	None	5 Days	Hiring Office Head

	<p>Trainings and Experience of applicants based on the Preferred Qualification Standard (PQS)</p> <p><i>* Only applicants with complete requirements, submitted within the application period and met the PQS will be contacted for further screening process</i></p>			
3. Confirm attendance to and attend the technical examination	3.1 Schedule applicants for technical exam	None	4 Days	HR Focal
	3.2 Administer technical exam	None	5 Days	HR Focal
	<p>3.3 Evaluate the technical exam outputs of applicants</p> <p><i>*Only applicants who passed the exam will be contacted for further screening process</i></p>	None	6 Days	Hiring Office Head
4. Confirm attendance to and attend the interview	4.1 Schedule applicants for interview with the HRMPSB	None	4 Days	HR Focal
	4.2 Conduct panel interview	None	8 Days	HRMPSB members
	4.3 Deliberate based on the assessment of applicants during the interview	None	3 Days	HRMPSB members
	4.4 Prepare the Resolution based on the result of ETE evaluation, technical examination and interview	None	5 Days	HR Focal

	4.5 Facilitate signing of the Resolution and endorse for approval of the Appointing Authority	None	5 Days	HR Focal
	4.6 Decide and select among the shortlisted applicants who will be appointed to the position	None	3 Days	Appointing Authority (Regional Director)
	4.7 Prepare and send congratulatory letter to the selected applicant and regret letter to failed applicants	None	4 Days	HR Focal
	4.8 Prepare and facilitate signing of appointment documents	None	5 Days	HR Focal/ Regional Director/ Appointee
	4.9 Release of the appointment and list of requirements to selected applicant <i>*The Appointing Authority may interview shortlisted applicants if he/she deems necessary</i>	None	3 Days	HR Focal
5. Submit all pre-employment requirements and assume office	5.1 Check requirements submitted by the appointee	None	20 Days	HR Focal
	5.2 Orient and facilitate Oath of Office of the appointee	None	5 Days	HR Focal
	5.3 Deploy appointed applicant to his/ her area of assignment <i>*Appointee should</i>	None	5 Days	HR Focal

	<i>assume office within 30 days upon receipt of the congratulatory letter</i>			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of HRPPMS Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of HRPPMS		
Complaint through 8888 Desk/ Hotline		Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

34. Processing IPCR output, and IPC Checkpoint:

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Simple

Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
IPC, IPCR output, IPC checkpoint form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IPCR output/Check point form to HRPMS	1.1 Receives forms	None	1 hour	Administrative Staff
	1.2 Verifies and inspects form	None	1 hour	Administrative staff
	1.3 Prepares and counter signs forms	None	5 hours	Technical staff
	1.4 Encodes the result of forms to the database	None	5 hours	Head of HRPMS
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of HRPMS		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of HRPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone		

	numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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35. Facilitates IPC rating:

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
IPC request for secretariat		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IPCR output/Checkpoint form to HRPPMS	1.1 Receives forms	None	1 hour	Administrative Staff
	1.2 Verifies and inspects form	None	1 hour	Administrative staff
	1.3 Prepares and counter signs forms	None	5 hours	Technical staff
	1.4 Encodes the result of forms to the database	None	5 hours	Head of HRPPMS
	1.5 Assigns PC secretariat	None	1 hour	Head of HRPPMS
	1.6 Conducts assistance to the supervisor during the IPC rating	None	1 day	Technical staff
	1.7 Records result of the rating	None	1 day	Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be	

	addressed and facilitated by the Head of HRPPMS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

36. Preparation of Regional Situationer:

Office or Division:	RIACAT VAWC			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	RIACAT-VAWC Bureau			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	Not Applicable			
Client steps	Section's Actions	Fees to	Processing	Persons

		be paid	time	Responsible
1. Submits request form to HRWS	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Prepares situationer	None	5 days	Technical staff
	1.4 Proofreads and signs the situationer	None	1 day	Technical staff
	1.5 Routes situationer to RAMS	None	1 day	Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of RIACAT-VAWC	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section	
Complaint/s through 8888 Desk/ Hotline			Head of RIACAT-VAC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-	

	68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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37. Provision of technical assistance (issues on hardware and software):

Office or Division:		RICTMS		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RIACAT-VAWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request written form and through the ticketing system		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to HRWS	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Conducts repair and simulation	None	5 days	Technical staff
	1.4 Records updates and results of repair and simulation	None	1 day	Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of RICTMS	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section	
Complaint/s through 8888 Desk/ Hotline			Head of RICTMS will facilitate the response within the reglementary period and send response to 8888	

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

38. Gathering of information for policy development:

Office or Division:		RJJWC		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RJJWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to RJJWC	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Gather data and information	None	5 days	Technical staff
	1.4 Conducts interviews	None	5 days	Technical staff

	1.5 Prepares draft policy	None	5 days	Technical staff
	1.6 Proof reads and edits policy	None	5 days	Technical staff
	1.7 Finalizes the policy	None	5 days	Technical staff
	1.8 Submits to the Regional Director for approval or comment	None	1 day	Technical staff
	1.9 If no correction routes to RAMS for waybill	None	1 day	Administrative staff
2. Submits comments for revision or amendment	2.1 Incorporates revision and resubmit to RD for final approval	None	1 day	Technical staff
	2.2 If no correction by the Regional Director, routes to RAMS for waybill	None	1 day	Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of RJJWC	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section	
Complaint/s through 8888 Desk/ Hotline			Head of RJJWC will facilitate the response within the reglementary period and send response to 8888	

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

39. Processing of Resource Request

Office or Division:		Resource Operations Section (ROS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RJJWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to ROS	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Gather data and information	None	5 hours	Technical staff
	1.4 Conducts inventory	None	5 hours	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to RAMS	None	5 hours	Technical/ Administrative staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RJJWC
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of ROS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

40. Implementation of grievance machinery:

Office or Division:	Sustainable Livelihood Program (SLP)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government

Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Complaints form written and non-written form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits complaints to RSCWC	1.1 Receives request	None	1 hour	Administrative staff
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Submits to the Office of the Regional Director (RD) for action	None	5 hours	Administrative staff
2. Submits complaints with marginal note of the RD to file LOE or SCO	2.1 Receives complaint, and drafts Letter of Explanation (LOE) to the concerned MOA staff	None	1 day	Technical staff
	2.2 If the staff is permanent, drafts Show Cause Order (SCO) to the concerned staff			
	2.3 Routes to the concerned Division Chief for signature	None	1 day	Administrative staff
3. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	None	1 day	Administrative staff
	Reviews responses and prepares recommendation	None	1 day	Technical staff
	Submit recommendation to the Division Chief	None	5 hours	Technical staff
	Submit recommendation to RD	None	5 hours	Concerned Division Chief
4. Submit approval,	Receives approval	None	1 hour	Administrative staff

dis-approval or order of the Regional Director	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
5. Implements recommendation by the committee	If staff is decided to undergo a progressive disciplining, refer to HRWS all related documents with transmittal for processing	None	1 day	Technical staff
	If complaint has no basis based on deliberation then draft notice of dismissal of grievance	None	1 day	Administrative staff
	Routes Notice of Dismissal of Grievance to RAMS	None	1 day	Administrative staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of SLP
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of SLP
Complaint/s through 8888 Desk/ Hotline	Head of SLP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook

	account: www.facebook.com/dswdfocar
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41. Conduct of Regional Monitoring Team Meeting:

Office or Division:		TARA Focal		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TARA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for conduct of Regional Monitoring Meeting (RMM)	1.1 Drafts and signs Project Proposal (PP)	None	1 day	Administrative staff
	1.2 Submits project proposal with PPMP and WFP to Procurement Section	None	1 hour	Administrative staff
2.Returns approved PP	2.1 Request RFQ processing with Procurement Section	None	1 day	Technical staff
3.Submits approved Purchase Order	3.1 Coordinates with winning bidder on schedule of meeting	None	5 hours	Technical staff
	3.2 Prepares Regional Special Order and request for reservation of Training Center	None	1 hour	Technical staff
	3.3 Conducts and facilitates the meeting	None	1 day	Technical staff
	3.4 Drafts and signs Minutes of the Meeting (MOM)	None	1 day	Technical staff
	3.5 Submits signed MOM to the supervisor	None	1 hour	Technical staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of TARA Unit
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of TARA Unit
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

42. Generation of Dromic Report:

Office or Division:	Disaster Response Information Management Section (DRIMS-DREMD)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	CIS Bureau			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form/Memorandum	Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits request for report	1.1 Receives request and logs in the Data Tracking System or logbook	None	1 day	Administrative Staff
	1.2 Checks, reviews, and verify request	None	1 day	Technical Staff
	1.3 Prepares report and submits	None	1 day	Technical Staff
	1.4 Receives, reviews, and counter signs the report	None	1 day	Technical Staff
	1.5 Proof reads and signs the report	None	1 day	Head of DRIMS or OIC if the latter is not available
	1.6 Logs and records form and routes to client	None	1 day	Administrative staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of DREMD		
How complaint is addressed		Any complaint written, through private message, text or complaint through		

	quad-media will be immediately addressed by the Head of DREMD
Complaint/s through 8888 Desk/ Hotline	Head of DRIMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

43. Admission of Client

Admission of new client/ residents at the center is a vital process in case management because it where the rehabilitation process commences. The admission facilitates initial contact with the client and his families to new LGU partners whom referral is facilitated. General orientation on the programs and services are being presented by the different component to the family and partners that will result to the formulation of the intervention/ rehabilitation contract.

Over- all, main objective of the admission is the orientation and formulation of the rehabilitation contract of new residents as basis of the assessment, monitoring, and reporting.

Office:	Regional Rehabilitation Center for Youth
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	Social workers/case managers, center psychologist, center nurse, manpower development officer, house parent supervisors, house parents and house parent relievers, security personnel
Checklist of Requirements:	Where to Secure:

Attendance Sheet	Social worker in-charge/ admitting Officer			
Admission Contract	Social worker in-charge/ admitting Officer			
Intake Sheet	Social worker in-charge/ admitting Officer			
Turn- over documents: a. Social Case Study Report b. Court Order/ Commitment Order c. Execution of Judgement d. Sworn Statement e. Form 138 (if available) f. Certificate of trainings (if available) g. Birth Certificate h. Medical Certificate i. Discharge Slip j. Receipt of Ward	LGU/ LSWDO partner/ Referring agency			
Orientation Materials	Rehabilitation Team			
Rehabilitation Plan	Rehabilitation Team			

Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Receipt of Court Order/ Commitment Order forwarded by the Court to RRCY	1.1. Center head/ staff receives the order of commitment to RRCY and supervisors/ center head identify to confirm commitment order to partner LGU and confirm the transfer of the client to RRCY.	None	2 hours	Social Worker
2. Admission Conference	2.1. Intake and Assessment	None	30 minutes	Social Worker

	2.2. Checking of Admission Documents i.e. - Social Case Study Report - Court Order/ Commitment Order - Execution of Judgement - Sworn Statement - Form 138 (if available) - Certificate of trainings (if available) - Birth Certificate - Medical Certificate - Discharge Slip - Receipt of Ward	None	5 minutes	Social Worker
3. Orientation on RRCY Programs and Services	3.1. Orientation on the different component services	None	30 Minutes	Social Worker
4. Formulation of Rehabilitation Program	4.1. Identification of activities and commitment based on the identified concerns/ issues.	None	30 minutes	Social Worker
5. Approval of rehabilitation program	5.1 Identified plan forwarded to the center head for comments and or approval. 5.1 a. if approved, proceed to Step #6. 5.1 b. if not approve, worker to finalized additional input/ revisions then proceed to Step #6.	0 none	1day	Supervisor and/or Center Head
6. Copy of Rehabilitation Plan Approved	6.1 Approved Rehabilitation plan forwarded to stakeholders	None	1 day	Center Head and the administrate staff in-charge
	6.1a Draft letter of endorsement.	None	30 hour	Case Manager

	6.1b Approved letter and copy of Rehabilitation Plan forwarded to stakeholders (committing court, LGU Social Welfare Office, Parents, BCPC, and file copy) as reference of monitoring and reporting.	None	1 Day	Case Manager and the administrative staff in-charge
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Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

44. Provision of Therapeutic Modality Programs and Services

The Therapeutic Modality Programs and Services is a 24-hour professional help extended to the clients at the centers. This include the interventions that seek to restore/develop social functioning of the clients from admission to discharge and preparation for their reintegration to their families. This includes the Social and Legal Services, Health and

Wellness, Psychological, Economic and Productivity, Home Life, Education, Recreational, Developmental, and Spiritual (SHEPEREDS Services)

The service is a combination of Skills for Life and Home Life enhancement that gears towards improving one's decision making, communication patterns, and spiritual upliftment that will lead to self- development of a person or the skills needed to deal well and effectively with the challenges of daily life conducted in the daily structured activities of the residents.

Office:	Regional Rehabilitation Center for Youth			
Classification:	Technical			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who May Avail:	Resident/ clients, parents			
Checklist of Requirements:	Where to Secure:			
Feedback Report Form	Social worker in-charge/ admitting Officer			
Individual Personal Sharing Template	Social worker in-charge/ admitting Officer			
HP Anecdotal Report	House Parents			
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Skill for Life	<p>1.1 Residents/ client participates in the life skills session on a specific topic. here is no definitive list of life skills. Certain skills may be more or less relevant to the behavioral concern of the residents focused on the six key areas of life skills:</p> <p><u>Communication and interpersonal skills.</u> This broadly describes the skills needed to get on and work with other people, and particularly to transfer and receive messages either in writing or verbally.</p> <p><u>Decision-making and problem-solving.</u> This describes the skills required to understand problems, find solutions to them, alone or with others, and then take action to address them.</p> <p><u>Creative thinking and critical</u></p>	None	2 hours	Rehabilitation Team / Person in Charge

	<p>thinking. This describes the ability to think in different and unusual ways about problems, and find new solutions, or generate new ideas, coupled with the ability to assess information carefully and understand its relevance.</p> <p>Self-awareness and empathy, which are two key parts of emotional intelligence. They describe understanding yourself and being able to feel for other people as if their experiences were happening to you.</p> <p>Assertiveness and equanimity, or self-control. These describe the skills needed to stand up for yourself and other people, and remain calm even in the face of considerable provocation.</p> <p>Resilience and ability to cope with problems, which describes the ability to recover from setbacks, and treat them as opportunities to learn, or simply experiences.</p>			
2. Home Life	2.1 Training on home life atmosphere that includes waking up, upkeep of beddings, personal hygiene, laundry, dishwashing, and other related chores	0	3 Hours	House Parents
3. Psychological	3.1 Initial behavioral assessment	0	2 Hours	Psychologist
	3.2 Client/ residents report forwarded to the supervisor for review and or additional input.	0	2 hours	

	3.3 Client Referral to Psychological Testing and Therapy Session 3.3.1 Request Letter for referral	0	1 day	
	3.4 Psychological Therapy Session/s	5,000	1 Year	
	3.5 Feedback Report and Assessment	0	1 month	
4. Education	4.1 Profiling 4.1.1 Educational Assessment and enlistment - Enrollment for ALS - Enrollment for Open High School - Enrollment for Formal Education and non- formal Education	0	1Day	
	4.2 Tutorial Session - ALS Tutorial - Modular Tutorials - Assistance to Assignments and projects		2 Hours 1 Hour 1 Hour	
	4.3 Lectures	0	2 Hours	
	4.4 Monthly Feedback Reporting			
5. Health and Wellness	5.1 Over- all Physical Assessment and BMI Check Up	0	30 minutes	Nurse
	5.2 For residents with immediate health concerns referral to health concerns (skin rashes, history of asthma, and others)	0 none	1day	Nurse

	5.3 Daily health monitoring and personal hygiene	0	30 minutes	Nurse
	5.4 Participation to Health and wellness lectures	0	2 Hours	Nurse
	5.5 Enrollment to PhilHealth	0	1 Day	Nurse
	5.5 Monthly Feedback Reporting	0	2 Hours	Nurse
6. Spiritual	6.1 Participation to Daily Devotions	None	1 Hour	Staff-in-Charge
7. Economic and Productivity	7.1 Skills Profiling	0	30 Minutes	
	7.2 Enrolment to Vocational Training and endorsement to the Educational Component if Eligible			

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email

	address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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45. Regular Case Conferences (Quarterly) or as need Arises

The case conference serves as a venue of quarterly reporting on the participation and performance of the residents/ clients towards his rehabilitation plan. It is also a venue on assessing the individual for his possible reintegration in the community.

The parents, LGU Social Worker, BCPC Representative, court social worker, and the RRCY staff are present to sit down together in presenting the current progress of the residents as supported by the monthly progress report forwarded by the different component staff as basis for the evaluation. Also, it is the venue to discuss pressing issues/ concern and identify appropriate interventions.

Office:		Regional Rehabilitation Center for Youth		
Classification:		Technical		
Type of Transaction:		G2C – for government services whose client is the transacting public		
Who May Avail:		Resident/ clients, parents, LGU partners		
Checklist of Requirements:		Where to Secure:		
Feedback Report Form		Social worker in-charge/ admitting Officer/ component Staff		
Individual Personal Sharing Template		Social worker in-charge/ admitting Officer		
HP Anecdotal Report		House Parents		
Attendance Sheet		Social worker in-charge/ admitting Officer		
Rehabilitation Program		Social worker in-charge/ admitting Officer		
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Stakeholders are informed on a set Case Conference	1.1 Draft letter for approval of the Regional Director	None	10 Minutes	End- User/ Case Manager

	<p>1.1a If approved, proceed to number 2</p> <p>1.1b If not, end user provide necessary correction based on the input provided by the supervisor. Then follow step 1.1a.</p>	None		
2. Forward letter to stakeholders	2.1 A follow up on the invitation must be made to ensure attendance of the set meeting at least 2 days before the set activity.	None	1 day	
3. Conference Proper	3.1 Objective of the meeting oriented by the case manager	None	5 minutes	
	3.2 Rehabilitation team provide updates on the performance of the residents.	None	2 hours	
	3.3 LGU partners, BCPC, parents, and residents provide feedback based on the update provided.	None	5 minutes	
	3.4 Case manager provide over- all assessment and recommendation on the presented resident.	None	5 minutes	
4. Documentation	4.1 Case manager draft documentation of meeting capturing salient features and agreement.	None	1 day	
	<p>4.2 Draft documentation forwarded to the supervisor/ center head for review, input and or approval.</p> <p>4.2.1 If approved proceed to Step Number 5</p> <p>4.2.2 If not approved, end-user to finalize documentation with the input of the supervisor. Then follow step 4.2a.</p>	None	1 day	

5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 mins	
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Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

46. Submission of Progress Report of Client

Progress Reporting of clients/ residents serves as a documentation of their progress being accomplish by the direct case manager that serves as basis of assessing and evaluating the participation of the client as well as the commitment of the rehabilitation team. The report summarizes the performance of the client using the Behavioral and Social Functioning Checklist. It also serves as basis for service continuation, trial-reintegration, and or recommendation for the termination of case. Report should be submitted every after three (3) months upon the admission, discharge for trial-reintegration, aftercare, and or termination of case.

Copy of the report should be provided to the parents, LGU Social Worker, BCPC Representative, court social worker, the admitting court, and the RRCY to retain a file copy attached to the individual folders of the clients.

Office:	Regional Rehabilitation Center for Youth
Classification:	Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	Resident/ clients, parents, LGU partners
Checklist of Requirements:	Where to Secure:

Progress Report		Social worker in-charge/ admitting Officer/ component Staff		
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Case Manager Prepare the Progress Report	1.1 Draft report based on the pertinent data or updates forwarded by the component staff, LGU- LSWDO partners, BCPC Concern, and parents.	None	1 day	End- User/ Case Manager
	1.2 Document to be forwarded to the direct supervisor for review, input, and or approval. 1.2a If approved, proceed to step number 2. 1.2b. If not approved, concern staff to provide revision of documents based on the input of the supervisor.	None	1 day	End- User/ Case Manager Center Head
2. Forward letter to signatories for endorsement and approval.	2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval. 2.1.1 If approved, proceed to step number 2.2. 2.1.2 If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	None	1 day	End- User/ Case Manager PSD Division Chief
	2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval. 2.2a If approved,	None	1 day	End- User/ Case Manager Office of the ARDO

	<p>proceed to step number 2.3.</p> <p>2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</p>			
	<p>2.2 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p> <p>2.2a If approved, proceed to step number 3.</p> <p>2.2b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>	None	1 day	<p>End- User/ Case Manager</p> <p>Office of the Regional Director</p>
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/ guardian of the client.	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	None	1 day	End- User/ Case Manager
4. File Copy of the Report	3.4 Copy of report attached in the case folders and is readily available for future reference.	None	2 minutes	End- User/ Case Manager
5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 Minutes	

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are	Feedback or complaint whenever available will be

processed	addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

47. Submission of Accomplishment Report (Monthly Quarterly Report/ Semestral/ Annual)

The accomplishment report to be submitted serves as a documentation capturing the outputs of the center based on the approved plan. This would also include identification of challenges, action taken, resource generation, best practices, and action areas needed for follow up.

The identified operational plan based on the mandate of the center in support to the organizational outcome of the department is being assess during this period. Organized and implemented activities are being monitored as well as its goals, evaluate performance of staff and the availability of resources using the prescribed reporting templates.

Office:	Regional Rehabilitation Center for Youth			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Staff			
Checklist of Requirements:	Where to Secure:			
Accomplishment Reports <ul style="list-style-type: none"> Monthly Quarterly Report/ Semetral/ Annual Accomplishment Report HPEMS 	Center Head/ Social worker in-charge/ RRCY Staff			
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible

1. The multi-disciplinary inter-center staff provides updates in their respective components	1.1 Staff review previews reports and elicits suggestions/recommendations to be included in the report due for submission.	None	1 Day	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
2. Submission of draft report	2.1 Draft report forwarded to the center head for review, additional input, and or approval 2.1a If approved, proceed to step # 3. 2.1b If not approved, concern staff to provide revision of documents based on the input of the Center Head.	None	1 day	
3. Forward report for endorsement and approval.	3.1 Approved document to be forwarded to the Division Chief for review, input, and or approval. 3.1a If approved, proceed to step number 3.2. 3.1b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	0	1 day	End- User/ Admin Officer PSD Division Chief
	3.2 Approved document to be forwarded to the ARD for Operation for review, input,	0	1 day	End- User/ Case Manager Office of the ARDO

	<p>and or approval.</p> <p>3.2a If approved, proceed to step number 3.3.</p> <p>3.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</p>			
	<p>3.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p> <p>3.3a If approved, proceed to step number 3.</p> <p>3.3b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>	0	1 day	<p>End- User/ Admin Officer</p> <p>Office of the Regional Director</p>
3. Furnish Copy of Report to the Central office or bureau counterpart	3.1 Copy of report forwarded to partners via e-mail and or delivery mail.	0	1 day	End- User/ Admin Officer
4. File Copy of the Report	4.1 Copy of report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is	Any complaint written, through private

addressed	message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

48. Parent and Child Encounter

Sec.44 of the RA 9344 provides that the objective of rehabilitation and reintegration of children in-conflict with the law is to provide the interventions, approaches and strategies that will enable them to improve their social functioning with the end goal reintegrating them back to their families and as productive members of their communities.

The Parent and Child Encounter (PCE) has been an annual event intended to build strong relationship, give comfort and support among family members. This activity obliges to strengthen family relationship, resolve family misunderstanding, and ventilate their feelings and show love and care. Parent and child will learn to appreciate family connection and see that it is significant that there is a need in helping each other to achieve family goals specifically in relation to the rehabilitation program of the residents.

Outcome of the activity is to create a more participative environment where parents/ guardian and or family members show active involvement of parents manifested in their regular visits, complete attendance in case conferences and court hearings, encouragement of children, and emotional support to their children under RRCY. Likewise, RRCY residents to actively participates in the different activities and follow rules and policy of the center, and complete their rehabilitation program.

In general, the activity aims to support the Administrative Order No. 11 s 2017 of the department in the provision and ensuring the family healing approach and obligation of the government and its partners as duty- bearers to undertake necessary measures to ensure the respect, protection and fulfillment of the rights of the poor, the vulnerable, and the disadvantage.

Office:	Regional Rehabilitation Center for Youth
Classification:	Technical
Type of Transaction:	G2C – for government services whose client is the transacting public

Who May Avail:		Residents and their family members		
Checklist of Requirements:		Where to Secure:		
LDI Session Documentation		Center Head/ Social worker in-charge/ RRCY Staff		
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. The multi-disciplinary rehabilitation team members provide recommendation s/ suggestions to arrive to a common consensus on which activities/ theme to be adopted and implemented based on the approved proposal.	1.1 The center head or his/her duly-designated representative assigns the staff in-charge for implementation, timeline for accomplishment of the task, resources needed, and the desired output and outcome resulting from the agreed plan.	None	1 Day	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
	1.2 Implementation of the Parent and Child Encounter	None	3 Days	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
2. Documentation	2.1 Assigned staff draft documentary result of the conducted LDI capturing highlights of activities, issues and concerns, action areas and general evaluation of the activity.	None	2 Days	Admin Officer
	2.2 Draft documentation forwarded to the center head for review, input, and or approval. 2.2a If approved, proceed to step number 2.3.	0	1 day	End- User/ Case Manager Center Head

	2.2b. If not approved, concern staff to provide revision of documents based on the input of the center head.			
	2.3 Approved document to be forwarded to the Division Chief for review, input, and or approval. 2.3a If approved, proceed to step number 3.2. 2.3b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	0	1 day	End- User/ Admin Officer PSD Division Chief
	2.4. Approved document to be forwarded to the ARD for Operation for review, input, and or approval. 2.4a If approved, proceed to step number 2.5. 2.4 b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.	0	1 day	End- User/ Case Manager Office of the ARDO
	2.5 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval. 2.5 a If approved, proceed to step number 3.	0	1 day	End- User/ Admin Officer Office of the Regional Director

	2.5 b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.			
3. Furnish Copy of documentation to Finance for Liquidation.	3.1 Liquidation documents are prepared and forwarded to the finance department attached other support document.	0	1 day	End- User/ Admin Officer
4. File Copy of the Documentation	4.1 Documentation report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

49. Trial Reintegration

The recommendation for the possible reintegration of the resident depends on his performance and assessment of the rehabilitation team. RRCY conducts monthly rehabilitation meeting where it aims to update status of cases based on the identified rehabilitation plan. It's also a venue for

the different component staff to provide their observation on the behavior and participation of the residents in the Social, Home Life, Education, Psychological, Economic and Productivity, Recreational, Health and Wellness, Developmental, and Spiritual (SHEPERDS) Services being provided.

The concern Social Case Manager will provide its over-all assessment and recommendation if the resident is now ready to be re-integrated in the community considering the positive behavior and participation. The recommendation will be supported by the Social Functioning Tool, Rehabilitation Tool, Psychological Evaluation report administered to the residents. Component staff may also confirm based on their observation.

Ideal period for the recommendatory phase is at least six (6) months of the stay of the residents at RRCY. A case conference will be now requested by the case manager inviting the referral agency/ LSWDO, parents/ guardian of the client, representative of the Barangay Council for the Protection of Children particularly the Social Committee Chairperson to be joined by the rehabilitation team.

Office:		Regional Rehabilitation Center for Youth		
Classification:		Technical		
Type of Transaction:		G2C – for government services whose client is the transacting public		
Who May Avail:		Residents and their family members		
Checklist of Requirements:		Where to Secure:		
a. Updated Social Case Study Report b. Progress Report c. Form 138 (if applicable) d. Certificate of trainings e. Birth Certificate f. Medical Certificate g. Court Order h. Discharge Slip i. Receipt of Ward j. Reintegration Plan		Center Head/ Social worker in-charge/ RRCY Staff		
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. The multi-disciplinary rehabilitation team members provide recommendations/ suggestions to arrive to a common consensus on who is eligible for	1.1 The Rehabilitation Team, in consultation with the CICL, the parents/guardians, and the LSWDO, shall identify responsible individuals who are capable to take full responsibility over the child during the trial-reintegration period.	None	1 Day	Case Manager/ Rehab team

the trial-reintegration.				
	1.2. The center shall coordinate with the Local Social Welfare and Development Office (LSWDO) where the proposed guardians/relatives/parents reside to conduct assessment as to their capability in providing the basic needs and monitoring over the CICL.	None		
	1.3. Upon receipt of the Parenting Capability Assessment report, the Rehabilitation Team shall conduct evaluation.	None		
	1.4. Within 45-day upon receipt of the PCA report, the case manager shall facilitate submission of progress report to court recommending the trial-reintegration	None		
2. Trial-Reintegration Phase	2.1. Upon order of the court to effect the trial-reintegration, the rehabilitation team shall ensure the conduct of discharge program with the participation of all the residents of the center, the staff, and the parents/guardians of the CICL.	None		
	2.2. The case manager, in coordination with Nurse shall ensure that the CICL attended medical check-up prior to discharge.	None		
	2.3. The case manager shall facilitate turn-over of the CICL to the LSWDO and the parents/guardians with the needed documents: 2.4. The case manager shall inform the court on the release of the CICL within five-day from the time of released.	None		

	2.5. The case manager, within 60-day from the time of release, shall schedule a case conference with the Social Worker of the LSWDO, the CICL and his parents/guardians, and the BCPC to evaluate effectivity of the trial-reintegration.	None		
	2.6. The case manager shall monitor the submission of quarterly progress report to the center, BCPC, LGU Social Worker, and to the committing court.	None		
	2.7. Before the lapse of the trial-reintegration period, the case manager shall conduct conference/s with the Social Worker of the C/MSWDO, LCPC, the CICL and his parents/guardians to evaluate the trial-reintegration program and determine whether to recommend extension of the trial-reintegration or termination of the case. As much as possible, the trial-period shall be minimum of six months.	None		
3. After-care Phase:	3.1. Upon the termination of the case, the case manager shall convene meeting with the Social Worker of the LSWDO, the LCPC, and the CICL and his parents/guardians for final turn-over of the case and ensure the crafting of six-month after-care support services as stipulated under Sec. 56 of the Republic Act 9344.	None		
4. Monitoring Phase/ Termination Phase:	4.1. The case manager shall conduct monitoring within the period of six (6) month from the time the case is terminated/closed/dismissed.	None		

	<p>4.2 Draft report forwarded to the center head for review, additional input, and or approval</p> <p>4.2a If approved, proceed to step # 4.3.</p> <p>4.2b If not approved, concern staff to provide revision of documents based on the input of the Center Head.</p>	None		
	<p>4.3 Approved document to be forwarded to the Division Chief for review, input, and or approval.</p> <p>4.3 a. If approved, proceed to step number 3.2.</p> <p>4.3b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</p>	0	1 day	<p>End-User/ Admin Officer</p> <p>PSD Division Chief</p>
	<p>4.4 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</p> <p>4.4a If approved, proceed to step number 4.5.</p> <p>4.4b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</p>	0	1 day	<p>End-User/ Case Manager</p> <p>Office of the ARDO</p>
	<p>4.5 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p> <p>4.5a If approved, proceed to step number 3.</p> <p>4.5b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>	0	1 day	<p>End-User/ Admin Officer</p> <p>Office of the Regional Director</p>
5. Furnish Copy of Report to partners/ stakeholders	5.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End-User/ Admin Officer

6. File Copy of the Report	6.1 Copy of report is readily available for future reference.	0	2 minutes	End-User/ Admin Officer
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Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Office:	
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government

Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

50. Provision of technical assistance in case management to the center RRCY rehabilitation team/staff.

Technical assistance is a vital process in case management because it facilitates the identification of gaps, barriers, needs and solutions to address these. In the RRCY, technical assistance to the center rehabilitation team members are given in various forms such as supervisee-supervisor consultation/coaching (supervision), rehabilitation team meetings, case load inventory and learning and development sessions/activities

Who May Avail:	Social workers/case managers, center psychologist, center nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
Checklist of Requirements:	Where to Secure:
<i>For supervisor-supervisee consultation/coaching</i>	
Social worker reports/documents (1 original copy or photocopy)	Social worker in-charge of the case
Psychologist reports/documents (1 original copy or photocopy)	Center psychologist for psychological/psychiatric concerns specifically on psychosocial interventions/psychological tests
Medical reports/documents (1 original or photocopy)	Center nurse for medical/psychiatric concerns specifically on intake of medications
Anecdotal reports/incident reports (1 original or photocopy)	Social worker in-charge of the case
Center activity reports (1 original or photocopy)	Manpower development officer
Other documents related to staff concern/issue (1 original or photocopy)	Social worker in-charge of the case
<i>For rehabilitation team meetings</i>	
Notice of meeting disseminated either through text messaging, social media (Messenger group chat or Facebook, etc.), or written memorandum (1 original or photocopy)	Center head or social work supervisor
Progress report of each resident including issues and concerns currently being encountered by the rehabilitation team (1 original or photocopy)	social worker in-charge of the case, center psychologist, center nurse, house parents
Monthly anecdotal report of each resident (1 original or photocopy)	
Incident reports on resident/s, if any (1 original or photocopy)	house parent supervisors and house parents
Updated multi-disciplinary team intervention plan of each resident including information on the status of accomplishment (1 original or photocopy)	social worker in-charge of the case
	social worker in-charge of the case
<i>For case load inventory (CRI)</i>	

(For this purpose, it is assumed that the CRI activities has been previously proposed and approved and has undergone the procurement process before its implementation.)				
Approved Regional Special Order specific to staff attendance to the CRI (1 original or photocopy)		Records Section		
Case summary reports of residents including issues and concerns currently being encountered (1 original or photocopy)		Social workers in-charge of the cases		
<i>For in-house learning and development intervention (LDI) sessions/activities.</i> (For this purpose, it is assumed that all LDI activities have been previously proposed and approved and have undergone the procurement process before their implementation.)				
Approved Regional Special Order specific to staff attendance to the LDI activity/session (1 original or photocopy)		Records Section		
Copies of documents with inputs/corrections of the supervisor/center head which are related to the LDI sessions/topics/activities (1 original or photocopy) - <i>Optional or when required by the LDI subject matter expert</i>		center rehabilitation team staff participants to the LDI activity		
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Staff raise prevalent issues/concerns being encountered in case management	1.2 Center head and supervisors identify the appropriate form of technical assistance to be provided to the staff to address raised issues/concern / Gaps / barriers impinging goal achievement in case management through any of the following mechanisms:	None	2 hours	Center head and supervisors Supervisor and/or Center Head Center Head

	<ul style="list-style-type: none">For one-on-one supervision/consultation <i>proceed to client step no. 2</i>For rehabilitation team meetings, <i>proceed to client step nos. 3-6.</i>For case load inventory, <i>proceed to client step nos. 7-11.</i>For in-house LDI activities/sessions, <i>proceed to client step nos. 12-15 .</i>	None None None	1 day 4 days 3 days	Center Head & the Regional Center Coordinator (RCC) Center Head & the RCC
	Provision of technical assistance in case management to the center RRCY rehabilitation team/staff qualified for multi-stage processing.			
2. Staff brings to the center head or supervisor's attention a particular difficulty being encountered in a certain case	1.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical assistance to address the issue/concern/gap/barrier encountered by the staff under her direct supervision.	None	1 hour	Supervisor and/or Center Head
	1.2 The center head is informed about the issue/concern/gap	None	1 hour	Center Head

	ap/barrier encountered by the staff and the concrete action taken to address the matter and provides further technical assistance as necessary. If resolving a certain issue/concern/gap/barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever supervisory level may apply), proceed to section action no. 3.1.			
	1.3 The center head prepares an inter-office memorandum addressed to the RMT official concerned.	None	1 hour	Center Head
3. Center Rehabilitation Team members of the center raises all issues/concerns/gaps/barriers encountered during the given time period (usually on a monthly	3.1 The center head through the administration staff disseminates information on the conduct of a rehabilitation team meeting	None	1 day	Center Head and the administration staff in-charge
	3.2 The center head as the chairperson of the meeting or her/his duly-designated	None	1 hour	Center Head or his/her duly-designated representative

	basis)	representative includes the issue/concern/gaps/barrier in the agenda for discussion and assigns the documenter for the meeting.			
4	The staff concerned discusses in detail the matter at-hand.	4.1 The center head or his/her duly-designated representative elicits concrete and specific recommendations/suggestions from the multi-disciplinary team members (which also may lead to peer coaching among the rehabilitation team members) then provides further supervisory inputs as necessary to address the matter at-hand.	None	4 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors and house parents and house parent relievers
5	The multi-disciplinary rehabilitation team members provide recommendations/suggestions to address the matter at-hand	5.1 The center head or his/her duly-designated representative elicits the consensus regarding which recommendation/suggestion is most prudent and provides further supervisory inputs/management directions.	None	2 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
6	The multi-disciplinary team members arrive to a	6.1 Center head or his/her duly-designated representative assigns the	None	1 hour	Center Head, supervisor, and the staff in-charge

	common consensus on which intervention to implement	staff in-charge of implementation, timeline for accomplishment of the task, resources needed, and the desired output and outcome resulting from the agreed-upon intervention			
7	All center staff identified to attend the CRI through an approved Regional Special Order	7.1 The center heads with the regional center coordinator lay out the CRI program flow giving emphasis on discussion of issues/concerns/gaps/barriers encountered by the centers in case management.	None	1 day	Center Heads and the RCC
8	The social workers in-charge of the cases discuss the case summary reports of the residents served. The reports include specific information on issues/concerns/gaps/barriers encountered in case management	8.1 Each center head reports how the issues/concerns/gaps/barriers encountered were addressed in his/her respective center.	None	6 hours	Center Heads and social workers in-charge of cases
		8.2 The RCC analyzes the center reports and summarizes the presentations as to: <ul style="list-style-type: none"> ▪ good 	None	4 hours	RCC

		practice s/ innovati ons employe d to address the issues at-hand			
		<ul style="list-style-type: none">▪ areas still needing further action			
9	The multi-disciplinary inter-center staff provides suggestions/recommendations on how to address prevailing issues in case management	9.1 The RCC elicits suggestions/recommendations of the multi-disciplinary inter-center staff in addressing prevailing issues/concerns/gaps/barriers to case management	None	4 hours	RCC, center heads, social workers, psychologists, nurses, manpower development officer, house parents
10	The multi-disciplinary inter-center staff arrives at a consensus to standardize intervention/s to be provided or actions to be taken	10.1 The RCC facilitates a session for the body to arrive at a consensus on which suggested interventions are to be adopted in particular situations.	None	3 hours	RCC and the center heads
		10.2 The RCC further provides supervisory inputs/management direction to address prevailing issues/concerns/gaps in case management	None	2 hours	RCC

11	The multi-disciplinary inter-center staff plans on how to carry out the agreed-upon interventions/actions to be taken	11.1 The center heads assign staff in-charge, identifies duration of the intervention/action to be taken, resources needed, desired output and outcome resulting from the intervention provided/action taken.	None	3 hours	RCC, center heads, social workers, psychologist, nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
		11.2 The RCC provides further inputs/corrections as needed then concurs the plan.	None	2 hours	RCC
12	All center staff identified to attend the CRI through an approved Regional Special Order participates in and completes the whole duration of the LDI activity.	12.1 The center heads identify the center staff who will be attending the LDI activity	None	30 minutes	Center heads
13	The LDI center staff participants prepare all sample documents required by the SME which will be used during the LDI sessions.	13.1 The RCC with the center heads ensure full participation of the staff identified in the RSO.	None	30 minutes	RCC and center heads
14	The LDI center staff participants have accomplished all expected workshop outputs	14.1 The RCC with the center heads and LDI Section staff ensure that stipulated activities in the LDI program	None	2 days and 4 hours	RCC, center heads, and LDI Section staff

especially their re-entry action plans	have been conducted.			
	14.2 The RCC with the center heads and the LDI Section staff ensure that all participants have submitted their individual or group re-entry action plans	None	2 hours	RCC, center head, and LDI Section staff
15 All participants comply to post-activity feedback mechanism/reports	15.1 The RCC with the center heads and the LDI Section staff ensure that all attending staff individually submit his/her completely filled-up after-activity evaluation form	None	1 hour	RCC, center head and LDI Section staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or

	contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

51. Technical Assistance to LGU Partners on the Case Management of CICL and children at Risk

The Technical Assistance (TA) provided to the LGU partners, Barangay Council for the Protection of Children, NGO partners, and other institutions particularly handling cases of Children- In-Conflict with the Law (CICL) and Children at Risk (CAR) will be an essential contribution of the center to its partners. As per Memorandum Circular of the DSWD Number 2018-010, the TA consist of non- monetary interventions in various forms which are designed to enhance the capability of LSWDOs based on the request and needs assessment, for the effective implementation of SWD programs, projects and services.

For specific services provided by the Regional Rehabilitation Center for Youth, the TA provided will focused in the management of CICL and or Children at Risk to include other related policies and laws, and procedures.

Office:	Regional Rehabilitation Center for Youth			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Residents and their family members			
Checklist of Requirements:	Where to Secure:			
	Center Head/ Social worker in-charge/ RRCY Staff			
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible

1. Endorsement from the office of the Regional Director/ ARD for Operations, and Division Chief based on the identified request.	1.1 The center head or his/her duly-designated representative elicits concrete and specific recommendations on who will provide the Technical Assistance.	None	4 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors and house parents and house parent relievers.
	1.2 The center head or his/her duly-designated representative prepares, travel order or locator slip, and coordinate to the requesting LGU for confirmation.	None	2 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
	1.3 The center head or his/her duly-designated representative presents his/ her presentation	None	1 Day	Center Head, supervisor, and the staff in-charge
	1.4 Concerned staff prepares feedback report to his/ her immediate supervisor	None	1 Day	Center Head, supervisor, and the staff in-charge

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or

	contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

52. Response to letter/ communication/ memorandum

A response letter provides the answers or information requested in a letter and or memorandum of inquiry. Objective of this is to satisfy the requesting unit, LGU partners, and other stakeholders with an action that fulfill to their request and by attaching the requested documents. It also serves as protocols on formal request was endorsed for immediate actions.

Office:	Regional Rehabilitation Center for Youth			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Residents and their family members			
Checklist of Requirements:	Where to Secure:			
	Center Head/ Social worker in-charge/ RRCY Staff			
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Endorsement letter from the office of the Regional Director/ ARD for Operations , and Division Chief based on the identified request.	1.1 The center head or his/her duly-designated representative draft response letter with the attached document based on the identified request and or inquiry.	None	4 hours	Center Head or his/her duly-designated staff.
	1.2 Document to be forwarded to the direct supervisor for review, input, and or approval. 1.2a If approved, proceed to step number 2. 1.2b. If not approved, concern	none	1 day	End- User/ Case Manager Center Head

	staff to provide revision of documents based on the input of the supervisor.			
2. Forward letter to signatories for endorsement and approval.	2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval. 2.1a If approved, proceed to step number 2.2. 2.1b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	none	1 day	End- User/ Case Manager PSD Division Chief
	2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval. 2.2a If approved, proceed to step number 2.3. 2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.	none	1 day	End- User/ Case Manager Office of the ARDO
	2.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval. 2.3a If approved, proceed to step number 3. 2.3b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.	none	1 day	End- User/ Case Manager Office of the Regional Director
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/guardian of the client.	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End- User/

4. File Copy of the request	4.1 Copy of the request is filed	0	2 minutes	End- User/
5. Follow up on Action areas	5.1 filling of documentation of meeting	0	10 Minutes	

53. Facilitation of grievances through 8888 hotline:

Office or Division:		8888 Focal Person (IAU)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TARA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits copy of grievance through email	1.1 Receives and logs copy of grievance	None	5 minutes	Administrative staff
	1.2 Transmit to concerned proper owner the copy of the grievance	None	1 hour	Administrative sta
2.Returns response to grievance	2.1 Ensures that response is sent to the 8888 focal person at the Central Office	None	1 hour	Technical staff
	2.2 Documents response to the database	None	1 hour	Technical staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU		
How complaint is addressed		Any complaint written, through private		

	message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of IAU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

54. Conduct of pre-audit

Office or Division:		Internal Audit Unit		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TARA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Disbursement Vouchers (DV) with complete attachments		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits DV with complete attachments	1.3 Receives and logs copy of grievance	None	5 minutes	Management Audit Analyst
	1.4 Reviews the DV and attachments	None	1 hour	Management Audit Analyst
	2.1 Forwards signed DV with or without comments to the Accounting or Cash Section	None	5 minutes	Management Audit Analyst
	1.4 Keeps one copy of the pre-audit sheet.	None	1 minute	Management Audit Analyst
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/	

	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of IAU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

55. Conduct of management or operations audit:

Office or Division:	Internal Audit Unit
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government

Who may avail:		RMANCOM or the IAS-CO		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
National Audit Agenda		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Submits copy of the National Audit Agenda	1.5 Receives and logs copy of the NAA	None	5 minutes	Management Audit Analyst
	1.6 Reviews the NAA and attachments	None	1 hour	Management Audit Analyst
	2.1 Prepares Audit Engagement Plan (AEP)	None	5 minutes	Management Audit Analyst
	1.4 Submits AEP	None	1 minute	Management Audit Analyst
Approves and returns AEP to IAU	2.1 Receives and process travel orders for the team members	None	1 day	Management Audit Analyst
	2. 3. Conducts opening conference with the auditee	None	2 days	Management Audit Analyst
	2.2 Executes the AEP	None	7 days	Management Audit Analyst
	2.3 Generate reports	None	3 days	Management Audit Analyst
	2.4 Conduct Exit conference	None	2 days	Management Audit Analyst
	2.5 Monitors audit recommendations	None	6 months	Management Audit Analyst
	2.6 Prepares Terminal Reports	None	2 days	Management Audit Analyst
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the		

	Head of IAU
Complaint/s through 8888 Desk/ Hotline	Head of IAU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

56. Facilitation of Administrative Cluster Meeting

Office or Division:		Office of the Assistant Regional Director		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Administrative Cluster Division Chiefs/ Heads		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Processing of Procurement Requirements	1.1 Prepare and sign the proposal and PPMP	None	2 days	Administrative staff
	1.2 Forward the proposal to the Learning and Development Section for review	None	1 day	Administrative staff/ Technical Expert
	1.3 Submit the reviewed proposal to the Procurement	None	2 days	Administrative staff/ Technical Expert

	Section for processing			
	1.4 Float the approved RFQ to potential bidders.	None	3 days	Administrative Staff
	1.5 Submit the quotations to the Procurement Section for processing.	None	3 days	Administrative Staff/ Technical Expert
	1.6 Coordinate with the winning bidder	None	1 day	Administrative Staff
2. Pre-meeting Preparations	2.1 Craft a notice of meeting	None	10 minutes	Administrative staff
	2.2 Disseminate the signed notice to the Administrative Cluster (AdD, FMD, HRMDD, and ICTS)	None	15 minutes	Administrative staff
	2.3 Inform the caterer of the schedule and venue of the meeting	None	5 minutes	Administrative staff
	2.4 Remind the DCs one hour prior to the set time of the meeting	None	5 minutes	Administrative staff
	2.5 Print an attendance sheet	None	2 minutes	Administrative staff
3. Meeting Proper	3.1 Sign the attendance sheet	None	10 minutes	DCs, OIC ARDA
	3.2 Call the meeting to order and present the agenda of the meeting	None	15 minutes	OIC ARDA
	3.3 Present and discuss issues	None	6 hours	DCs, OIC ARDA

	and concerns of different divisions			
	3.4 Adjourn the meeting	None	5 minutes	OIC ARDA
4. Documentation of the Meeting	4.1 Record the meeting and take down notes	None	6 hours	Administrative Staff
	4.2. Craft and sign the minutes of the meeting	None	3 days	Administrative Staff
	4.3 Submit draft of minutes to the Immediate Supervisor/ OIC ARDA for review and approval	None	2 days	Administrative Staff
	4.4 Prepare the IDCBA Accomplishment Report for approval of Immediate Supervisor/ OIC ARDA	None	1 day	Administrative Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of OARD		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email		

	address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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57. Provision of Technical Assistance

Office or Division:	Office of the Assistant Regional Director for Administration			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Documents relevant to the Issues and Concerns	Concerned ODSUs			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Setting the Schedule	1.1 Check the Availability of the OIC ARDA	None	1 minute	Administrative staff
	1.2 Calendar the schedule of the meeting if the OIC ARDA is not available during the time of request for TA	None	2 minutes	Administrative staff
2. Meeting Proper	2.1 Discuss the issues/ concerns	None	1 hour	Technical staff
	2.2 Give recommendations/suggestions/appropriate interventions on how to resolve the issues/concerns	None	2-3 hours	OIC ARDA
	2.3 Log the technical assistance provided	None	1 hour	OIC ARDA
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be	

	addressed and facilitated by the Head of OARDA
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

58. Management of Documents

Office or Division:	Office of the Regional Director
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-users/ Process Owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Financial, Personnel, and Administrative related Documents	To be submitted by the end-users/ process owners (templates are available in the File-

or Communications		Shared Folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Review and receipt of documents	1.1 Review the documents as to correctness/ compliance to the standard templates.	None	5 minutes	Administrative Assistant (Office Secretary)
	1.2 Receive the documents if there are no corrections/ compliant to the standard templates. If there are corrections/ non-compliant, the documents will not be received. Documents requiring specific actions/instructions are stamped as received.	None	1 minute	Administrative Assistant (Office Secretary)
	1.3 Log the documents in the monitoring sheet with time of receipt.	None	3 minutes	Administrative Assistant (Office Secretary)
	1.4 Endorse the documents to the Regional Executive Assistant for review.	None	5 minutes	Regional Executive Assistant
	1.5 Endorse the documents to the Regional Director for appropriate action.	None	1 minute	Regional Executive Assistant
2. Approval, Disapproval or Annotation of Documents	2.1 Review of documents	None	30 minutes	Regional Director
	2.2 If disapproved, return the document to concerned office. If	None	10 minutes	Regional Director

	approved, sign the document and proceed to next step. Documents requiring specific actions/instructions are annotated.			
3. Release of documents	3.1 Check if all the documents are signed/ annotated.	None	5 minutes	Administrative Assistant
	3.2 Sort the documents according to type of documents	None	5 minutes	Administrative Assistant
	3.3 Log the documents in the monitoring sheet with time of release. If documents are annotated, notations are encoded in the Document Tracking System (DTS).	None	5 minutes	Administrative Assistant
	3.4 Route the documents to the concerned ODSUs	None	10 minutes	Administrative Assistant
	3.5 Ask the receiver of the documents to sign and indicate date and time in the logsheet as proof of receipt	None	1 minute	Administrative Assistant of End-user/ Process Owner
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of ORD or Head of Section, as applicable.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section		
Complaint/s through 8888 Desk/ Hotline		Head of the Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief/Head may issue Show Cause Order for violations committed by		

	permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

59. Assessment of Applicants for Minors Travelling Abroad:

Office or Division:	SWAD - Community-Based Section
Classification:	Simple
Type of Transaction:	Walk-in Client
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Application with complete requirements submitted to SWAD office.	<p>Birth Certificate of minor- PSA Marriage Contract of Parents- PSA Certificate of No Marriage if necessary-PSA Death Certificate if necessary – PSA/LCR Affidavit of Consent of Parents from any notary public.</p> <p>Affidavit of consent of parents from Philippine Consulate Abroad if parents are abroad Photocopy of Passport of travelling companion 2 copies passport size photo of the minor.</p> <p>If travelling alone: Affidavit of consent and support of parent/s local or abroad/Invitation letter from relatives abroad and waiver from the Airline to accept responsibility.</p> <p>If attending sport: Additional Requirements- Invitation from the sponsoring organization abroad, Local endorsement of the minor from his/her school or association</p> <p>If Medical Reasons: Additional Requirements- Certification from Hospital Abroad and Recommendation of local attending</p>

		physician/hospital. Other documents needed from the applicants		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Applicant inquires requirements for minors traveling abroad	1.1 Log in names of the applicant at the logbook 1.2 Initial interview conducted to the applicant. 1.3 Explained the requirements to favorable applicants	None	20 mins	PACD Social Worker
2. Applicant submit requirements	2.1 Review of requirements and final interview to applicants	None	20 mins	Social Worker
	2.2 Prepares assessment report recommendation,	None	30 mins	Social Worker
	2.3 the absence of pre signed Record name of minor and other details at the logbook. The	None	15 mins	Social Worker

	applicants received the approved application & assessment report with complete attached. Endorsed application to the nearest DSWD for final assessment and issuance of Permit.			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the SWAD STL or concerned Social Worker at SWAD office.		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Team Leader.		
Complaint through 8888 Desk/ Hotline Desk / Hotline		The Team Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

60. Provision of Financial Assistance to individuals and families in Crisis Situation:

Office or Division:	SWAD- Protective Services Division			
Classification:	Simple			
Type of Transaction:	Referral and Walk-in Clients			
Who may avail:	End User/Beneficiaries			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Complete requirements submitted by the applicants for financial assistance	<p>To be secured by the applicants :</p> <p>For Medical assistance:</p> <ul style="list-style-type: none"> a. Medical Certificate and Hospital Bill(If necessary) from the Hospital/Clinic b. Prescribed medicines by attending doctor c. Photocopy of valid ID of the client d. Barangay Certificate of client <p>For Burial assistance</p> <ul style="list-style-type: none"> a. Death Certificate – LCR or Certification from the Chieftain b. Funeral Contract and Bill – Funeral Homes (If applicable) c. Photocopy of valid ID of client d. Barangay Certificate of client <p>For Educational assistance:</p> <ul style="list-style-type: none"> a. School registration/Enrollment form of student from his/her school b. Statement of Account (Balance) c. Copy of School ID of student d. Copy of valid ID of client e. Barangay certificate of client <p>For Transportation assistance</p> <ul style="list-style-type: none"> a. Copy of valid ID of client b. Police Blotter <p>Food assistance for hos. Watcher</p> <ul style="list-style-type: none"> a. Medical Certificate b. Copy of valid ID of client 			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Inquires desired assistance	1.1 Client secures all requirements depends on type of assistance	None	5 mins	Social Worker
2. Client submit complete requirements	2.1 Review requirement	None	10 mins	Social Worker
3. Intensive Interview/Psychosocial Intervention	3.1 Prepared assessment report/Filled out Petty Cash Voucher and eligibility and approved by SDO 3.2 Provided outright cash	None	30 mins	Social Worker/STL
4. Provision of Guarantee Letter	4.1 Prepared supplemental assessment report for referrals for Guarantee Letter		20 mins	Social Worker
	4.2 Let applicant, Social Worker & SDO sign at Certificate of Illegibility for Guarantee Letter	None	5 mins	Applicant, SW and SDO
5.1. Submits Guarantee Letter to Service Provider	5.1 Submitted doc for guarantee letter to DSWD Field Office for action	None	1 day	Regional Director

	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider	None	1 hour	Social Worker
	5.3 Receives and delivers checks for service provider		1 day	Social Worker
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the SWAD Leader and supervisors			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint through 8888 Desk/ Hotline	The STL and supervisors will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

61. Validation and disbursement of stipend to Indigent Social Pensioners and Senior Citizens

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:		End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Disbursement of Social Pension fund in Kalinga to illegible senior citizen.		Requirements: valid ID(Senior Citizen ID) of beneficiary, Authorization letter prescribed and issued by the DSWD duly signed by the beneficiaries , barangay captain and neighbor with attached copy of valid ID of authorized representative.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
CIS forwards the validated masterlist of eligible senior citizen to City/Municipalities for dissemination	1.1 Receives master list/ payroll ready for payout 1.2 Coordinates with LGU's as to the logistics during payout as well as manpower to augment in the payout. 1.3 Coordinates with PNP for security/escort to bring money to the hazardous areas of Kalinga.	None	10 days	Administrative Staff/Focal Person/STL	
	1.4 Review payroll and liquidation papers. Let paymaster, C/MSWDO sign the payroll after the payout 1.5 Submit payroll and remit unclaimed fund to the SDO for submission to cash section	None	1 day	Focal Person/Paymasters, C/MSWDO	
Feedback and complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/STL			
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-			

	media will be immediately addressed by the C/MSWDO, DSWD focal
Complaint through 8888 Desk/ Hotline	The STL and supervisors will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

62. Validation and review of project proposal of LGU's for ESA/ESCAP and RRP-CCAM for Cash grant and cash for work.

Office or Division:	DReMD			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Submit Project proposals and other requirements for the Cash for Work/ESCAP or FNFI	To be secured by the MLGU's from BLGU's and the laborer concern.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. LGU informed of the Program of DRemD	1.1 Orients implementation of program	None	1 month	Focal Person/PDO's
	1.2 Reviews submitted documents for Cash for Work, ESCAP and ESA	None	1 month	PDO's

	1.3 Submits documents to RPMO for final review	None	30 mins	CCAM PDO I
	1.4 Receives Project Proposal from the RPMO and comply with the findings on the level of PDO .	None	1 project proposal with supporting documents reviewed/ 3 hrs	CCAM PDO II
	1.5 Orients in the barangay	None	1 hrs.	PDO II
	1.4 Implements Project	None	10 days	L/BLGU
	1.5. Monitors of RPP-CCAM projects	None	2 days	DSWD Focal/PDO II
	1.6. Receives and Review documents from LGUs	None	3 days per LGU	SWAD Focal
	1.7. Coordinate/ write letter to inform lacking documents to LGU	None	2 hours	SWAD Focal
	1.8 Submit favorable complete documents to DREMD, DSWD-CAR for final review	None	3 hours	
	1.9 Coordinate with LGU/ Distribute checks/cash to the beneficiaries	None	5 days	

2. Provision of Food and Non Food	2.1 Receives, review and validate Report/data from the source	None	2 hours	PDOs & STL
	2.2 Submit report including request of augmentation to DSWD Regional Office	None	2 hours	PDOs & STL
	2.3 Conduct Proper distribution and monitoring of goods to LGU	None	2 hours	PDOs & STL
	2.4 Ensure proper documentation and liquidation report	None	2 hours	PDOs & STL
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/STL			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/RPMO			
Complaint through 8888 Desk/ Hotline	RPMO/Focal Person will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

63. Implementation of Executive Order No. 70

Office or Division:	SWAD-Promotive Service Division			
Classification:	Highly Technical			
Type of Transaction:	Referral			
Who may avail:	Former Rebels			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
E-CLIP committee referral with attached documents as evidence.	To be secured by the FR/Endorsement from DILG and PLGU			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Endorsement of Former Rebels/Conflict Vulnerable Areas	1.1 Reviewed Documents	None	20 Mins	Focal Person
	1.2 Confirmation of the project identified by the FR/CVA	None	5 mins.	Focal Person
	1.3 Orientation on the process for the the availment of Livelihood Project in the designated safe area.	None	1 day	Focal Person
	1.4 Coordination with other agencies in support to the proposed project of the FR	None	1 day	Focal Person
	1.5 Prepare Project proposal	None	1 day	Focal
2. Submission of PP to Field Office	2.1 Submit approved project proposal by SLP-Provincial Coordinator	None	20 mins	SLP-PC/Focal Person
	2.2 Coordinate with concerned agencies re disbursement of assistance to	None		Focal Person

	FR/CVA			
	2.3 Consistent monitoring of project		2 months	Focal Person/C/MLGU
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Focal Person & SLP-PC		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/SLP-PC		
Complaint through 8888 Desk/ Hotline		The RPMO Focal Person will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

64. Implementation of the Payapa at Masaganang Pamayanan (PAMANA)

Office or Division:	Promotive Division
Classification:	Simple
Type of Transaction:	Referral
Who may avail:	Community
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Referral from OPAPP with complete documents as evidence such as Barangay Resolution, MOA with DSWD and MLGU and BLGU	To be secured by the Focal Person and the Association identified by OPAPP

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Pre-implementation stage	Engagement of M/BLGU to get their full support and success of the program.	None	1 day	Focal Person/M/BLGU
2. Social Preparation stage	The participants would be able to understand their own circumstances by looking at their current situation and able to visualize their desired future condition for themselves/families.	None	1 day	Focal Person
3. Capacity Building	Training activities and other related sessions on skill development for entrepreneurship. Presentation of agreed proposed project to SLPA members.	None	2 day	Focal Person/SLPA Members
4. Resource Mobilization	Provision and access to financial and or non-financial resources to operationalize the SLPA proposed enterprise. Fund will be release from DSWD SLP-RPMO directly to SLPA bank account. The SLPA will then manage and implement the projects and safeguard the fund.	None	15 days	Focal Person/SLPA
5. Monitoring and Sustainability	Provision of technical assistance through mentoring with coaching and monitoring.	None	4 Years and 3 mos.	SLPA members/BLGU/ MLGU RPMO, DSWD-CAR and Focal Person

Feedback and complaint mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/SLP-PC	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/SLP-PC	
Complaint through 8888 Desk/ Hotline			The Focal person will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar	

65. Implementation of Alternative Parental Care Services

Office or Division:		SWAD - Protective Services Division		
Classification:		Complex		
Type of Transaction:		Referral/Walk-in		
Who may avail:		End-user		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
For Prospective Adoptive Parents (PAPs); Birth Certificate, Marriage Contract, Employment Certificate or ITR, Medical Certificate, NBI or Police Clearance, Family Picture and Home Study Report		To be secured by the PAPs at PSA, Employer, PNP Station and at SWAD office for the Home Study Report.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Inquires requirements from SWAD Office	1.1. Explain the requirements and process of Adoption case and Foster Care service	None	20 mins	Social Worker
	1.2. Receives and review requested requirements	None	30 mins	Social Worker
	1.3. Conduct interview with the couple	None	40 mins	Social Worker
	1.4 Conducts collateral interviews,	None	45 mins	Social Worker
	1.5 Conducts home visitations	None	1 hour	Social Worker

	1.6 Prepares Home Study Report	None	2 days	Social Worker
	1.7 Transmit Home Study Report with complete attached requirements to ARRS, DSWD-CAR	None	20 mins.	Administrative Assistant
	1.5. Attendance to Matching Conference for adoption or Foster Care	None	1 hour	Social Worker
	1.6.Receives Foster Child Placement Authority and Foster Parent License. Turn-over documents to PAPs for Court filing and Foster Parents for reference and action on the provisions	None	1 hour	Social Worker
	1.7 Attends and testify on adoption cases	None	4 hrs.	Social Worker
	1.5 Submit HPMES Report every 5 th of the month thru email	None	5 mins	Social Worker

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ARRS, DSWD-CAR.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRS and SWAD

	Focal
Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

66. Provision of Programs and services to OFWs

Office or Division:	SWAD- Protective Service Division			
Classification:	Simple			
Type of Transaction:	Assessment and Referral			
Who may avail:	Individual			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Referral Letter and other documents for immediate reference in availing assistance.	The client may secure from OWWA/ DOLE/ DSWD-CAR			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1.Client sought with assistance documents	1.1Receives and review documents	None	5 mins.	Social Worker
	1.2.Interview using Intake Sheet	None	10 mins	Social Worker
	1.3.Provide counseling	None	30 mins	Social Worker
	1.4. Coordinate with SLP, C/MLGU and other agency for the other need of the client	None	2 days	Social Worker
	1.5. Prepare documentation/ referral	None	1 day	Social Worker

Feedback and complaint mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ARRS, DSWD-CAR.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRS and SWAD Focal
Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

VI. List of Offices

Office	Name, Contact Number and Address
Office of the Regional Director	LEO L. QUINTILLA OIC- Regional Director 09959649609 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Marketing Unit	NERIZZA FAYE G. VILLANUEVA Information Officer II 09162865737 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Internal Audit Unit	JESSE REY F. RIOS Management and Audit Analyst II 09164920003 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Division	MARIFIL C. JUGAL Planning Officer IV

	09168248261 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Development Section	MS. LIEZYL T. ASTODILLO Planning Officer III 09982553511 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Standards Section	CLARISSA O. PADIO Project Development Officer III 09279725415 DSWD-Field Office CAR No. 40 North Drive, Baguio City
National Household Targeting Unit	DEXTER B. SAMIDAN Regional Field Coordinator 09982557869 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Unconditional Cash Transfer	BRENDEN KIM J. QUINTOS Project Development Officer IV 09212813155 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Operations	AMELYN P. CABRERA Social Welfare Officer V and OIC ARDO 09176780799 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Convergence Secretariat	JOANNE F. GANGGANGAN Social Welfare Officer IV 09291270577 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Welfare and Development Provincial Offices	JOHNNY L. BUMAKIL – SWAD-ABRA Social Welfare Officer II 09201084503 JACKIELYN O. GUITANGAN- SWAD-APAYAO Social Welfare Officer II 09266742058 MANUELA S. ORTIZ- BENGUET SWAD- BENGUET Social Welfare Officer II 09981986226

	ERLINDA M. TAQUIQUI- SWAD-KALINGA Social Welfare Officer II 09204384526 JOY G. ADACLOG- MT. PROVINCE Social Welfare Officer II 09189657165 IMELDA TUGUINAY IFUGAO-SWAD Social Welfare Officer II 09276160086
Regional Rehabilitation Center for the Youth	EDNA S. BENITEZ Social Welfare Office IV 09158006449 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Community Based Services	EDELINE D. GENOVE Social Welfare Officer III 09179780078 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Reception and Study Center for Children	NELLY L. MASON Social Welfare Officer III 09164291581 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sectors	LIBERTINE A. BALICDANG Social Welfare Officer IV 09981966877 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Crisis Intervention Section	JUDITH L. DE GUZMAN Social Welfare Officer IV 09393743541 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Capacity Building Section	JERRY D. JULIAN Training Specialist III 09205118518 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Disaster Response Management Division	MARY ANN G. BUCLAO Social Welfare Officer IV 09285518093

	DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Technology	BRENDA C. CONSOLACION Project Development Officer III 09123219930 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Promotive Division	ARNOLD D. LARTEC Social Welfare Officer IV 09157276719 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Pantawid Pamilya Pilipino Program	FATIMA D. FLORENDO Project Development Officer V 091833917282 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sustainable Livelihood Program	NOVELIA B. POCDING Social Welfare Officer III 09205650451 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Administration	ENRIQUE H. GASCON JR Chief Administrative Officer & ARDA 09397514186 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Administrative Division	RINA CLAIRE L. REYES Supervising Administrative Officer 09209084230 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resources Management and Development Division	RONILO R. FLORES Administrative Officer V 09217663188 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Property and Asset Management Section	JESSIE F. CHELIM Administrative Officer V 09565406060 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Procurement Section	LANY LIZEL G. DIAZ Administrative Officer V 09053950689

	DSWD-Field Office CAR No. 40 North Drive, Baguio City
Records and Management Section	RAINIER C. PENA Administrative Officer III 09174934359 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Building and Grounds Maintenance Section	BERNARD ANGAYON Administrative Officer I 09468064729 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Protective Division	CONCEPCION E. NAVALES Social Welfare Officer IV 09155242368 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Personnel Administration Section	JULIE A. GASCON Administrative Officer V 09997890216 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resource Welfare Section	KATHLEEN GLORY V. CASUGA Administrative Officer IV 09352179521 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resource Planning and Performance Section	JOHN ELY PETRAS Administrative Officer II 09298988313 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Learning and Development Section	BONAFE B. RAMOS Training Specialist I 09126739037 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Financial Management Division	ROSE C. MOLDERO Administrative Officer V 09185831172 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Budget Section	NORIE C. CASTANEDA Administrative Officer V 09291358173 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Accounting Section	WILBOURN B. BACOLONG Accountant III 09267053713 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Cash Section	OLIVE B. LABUTEN Administrative Officer III 09305979511 DSWD-Field Office CAR No. 40 North Drive, Baguio City

DSWD FIELD OFFICE 2

Internal Services

1. PROCESSING OF PAYMENT OF SALARIES

Division:	Financial Management Division			
Description:	Processing of payment of salaries refers to the receipt of services rendered			
Legal Reference:	DBM- National Budget Circular 579 Modified Salary Schedule for Civilian Personnel in the National Government Pursuant to RA 11466			
Process Owner:	Accounting Section Budget Section Cash Section			
Input Document:	Payroll			
Output Document:	Salaries			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	DSWD FO2 employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Obligation Request and Status (4 copies)			Personnel Administration Section	
Disbursement Voucher (3 copies)			Personnel Administration Section	
Payroll (3 copies)			Personnel Administration Section	
Approved DTR and accomplishment report			Personnel Administration Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Await payment of salaries	1. Receive payroll and verifies as to the completeness of signatories and supporting documents.	None	2 minutes	Budget Assistant
	1.1. Process the payment, checks accuracy of computation (horizontal and vertical totals), obligates as to PAP and expense account, and assigns obligation number	None	20 minutes	Budget Assistant
	1.2. Certifies the ORS as to the availability of allotment and purpose necessary as obligated.	None	5 minutes	Budget Officer
	1.3. Forward the payroll to the Accounting	None	2 minutes	Budget Assistant

	Section			
	1.4. Receive payroll and checks for completeness of attachments and assigns disbursement voucher number to the documents.	None	2 minutes	Accounting Clerk
	1.5. Process the vouchers and journalizes the transaction under box B of DV.	None	5 minutes	Bookkeeper
	1.6. Sign (Box C) and certifies the vouchers as to availability of cash, completeness of supporting documents and amount claimed to be proper.	None	20 minutes	Regional Accountant
	1.7. Approve the payment by signing Box D of the Disbursement Voucher	None	20 minutes	Assistant Regional Director for Administration
	1.7.1. For employees without payroll account, the vouchers will be forwarded to Cash section for check preparation.	None	5 minutes	Administrative Aide
	1.7.2. For employees with payroll account, the vouchers will be returned to Accounting Section for preparation of LDDAP-ADA.	None	5 minutes	Administrative Aide
	1.8. Prepare check and advice for signature.	None	10 minutes	Cash Clerk
	1.9. Prepare LDDAP-ADA for signature	None	10 minutes	Bookkeeper

	1.10. Sign checks and advice	None	10 minutes	Cashier
	1.11. Sign and certify the correctness of LDDAP-ADA	None	10 minutes	Regional Cashier
	1.12. Counter-sign the check and advice	None	10 minutes	Division Chief concerned Assistant Regional Director for Administration Regional Director
	1.13. Sign the LDDAP-ADA	None	10 minutes	Cashier
	1.14. Approve the LDDAP-ADA	None	10 minutes	Division Chief concerned Assistant Regional Director for Administration Regional Director
	1.15. Receive approved LDDAP-ADA, encode and updates the e-copy List of ADA for ACIC in SAMBA, and prepare for PACS and advice	None	20 minutes	Cash Clerk
	1.16. Sign the PACS	None	10 minutes	Regional Accountant
	1.17. Sign the advice	None	10 minutes	Cashier
	1.18. Approve the Payroll Crediting System (PACS) Validation and advice	None	10 minutes	Assistant Regional Director for Administration
2. Receive salary	3. Submit signed LDDAP-ADA/PACS and ACIC to LBP	None	15 minutes	Cash Clerk

	Capitol or releases checks to client			
TOTAL		None	2 working days	

2. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

ROUTING OF INCOMING GENERAL CORRESPONDENCES

Division:	Administrative Services Division
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Description:	Routing of incoming general correspondences and other documents refers to the receipt of correspondences and other documents by appropriate offices.			
Legal Reference:	DSWD Records Management Manual, May 15, 2004			
Process Owner:	Records Section			
Input Document:	General correspondences received by snail mail, email and personal hand carry			
Output Document:	Receipt of appropriate offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Correspondence addressed to Regional Director Fernando R. de Villa, stating the purpose therefor			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
2. Submits the correspondence	4. Receive and stamped the correspondence indicating therein the date, time and initial of the receiving staff/clerk	None	1 minute	Records Clerk
	4.1. Prepare, encode and attach tracking and routing slip (slip) to the correspondence with the following items appearing thereon: control number, subject, date routing slip created, deadline indicated in the communication, date/time the slip with correspondence routed, from(where the slip originated), to (recipient/where slip routed), comments/ instructions, date/time received by the recipient	None	2 minutes	Records Clerk
	4.2. Encode the correspondence with slip in an incoming logbook/record book	None	1 minute	Records Clerk
	4.3. Review the	None	1 minute	Records Officer

	correspondence and be noted for distribution to appropriate focal person/s, divisions, sections, units or offices			
Sign in Routing Slip and incoming logbook	1.4. Routes/ distributes correspondence to the appropriate focal person/s divisions, sections, units or offices (Note: If correspondence is urgent, routes/distributes immediately upon receipt by the Records Clerk; otherwise, routes correspondence depending on the volume of the correspondence received by the hour)	None	10 minutes	Records Clerk
	2. Files copy of the received correspondence (Note: sort, segregate and file received correspondences once a week for records management/organization purposes)	None	Within the day	All staff of the Records Section
TOTAL		None	1 day	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days. For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph

How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

3. REQUEST FOR VEHICLE

Division:	Administrative Services Division			
Description:	Refers to the provision of government – issued vehicle to requesting DSWD FO2 employees			
Legal Reference:	Administrative Order 239 series of 2008 (prohibiting the use of government vehicles for purposes other than official business and other purposes			
Process Owner:	General Services Section			
Input Document:	Request for Vehicle			
Output Document:	Trip Ticket			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Travel Order / Locator's Slip			Client/End User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
3. Accomplish	5. Submit request for	None	1 minute	Requesting

request form for use of vehicle	use of vehicle			Party
	5.1. Forward recommendation to the Office of the Assistant Regional Director for Administration	None	2 minutes	OIC Division Chief, Administrative Services Division
	5.2. Check availability of vehicle through the General Services Note: If there is no available vehicle, return the form or immediately inform the requesting party	None	2 minutes	Assistant Regional Director for Administration
	5.3. Approve request for use with designated driver	None	2 minutes	Assistant Regional Director for Administration
	5.4. Forward approved request to the General Services Section	None	1 minute	Secretary, Office of the Assistant Regional Director for Administration
	5.5. Prepare trip ticket and gasoline slip	None	5 minutes	Clerk, General Services Section
	5.6. Approve trip ticket and gasoline slip	None	2 minutes	Assistant Regional Director for Administration
	5.7. Approved trip ticket and gasoline slip	None	2 minutes	Assistant Regional Director for Administration
	5.8. Forward approved trip ticket and gasoline slip	None	1 minute	Secretary, Office of the Assistant Regional Director for Administration
	5.9. Endorse approved trip ticket and gasoline slip to designated driver/s	None	1 minute	Clerk, General Services Section
	5.10. Update Request for Vehicle Database	None	1 minute	Clerk, General Services Section

	5.11. Monitor scheduled trip	None	1 minute	Clerk, General Services Section
6. Avail of the requested vehicle	2. Transport the requesting party to the destination	None	Based on approved itinerary	Driver
TOTAL		None	21 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

4. ISSUANCE AND ACCEPTANCE OF OFFICE SUPPLIES (NOT AVAILABLE AT DBM)

Division:	Administrative Services Division				
Description:	Procurement of office supplies refers to the preparation and processing of Purchase Requests and Purchase until the receipt of the requested supplies by the end-user.				
Legal Reference:	Republic Act 9184				
Process Owner:	Procurement Section Supply and Property Section				
Input Document:	Purchase Request Request for Quotation Procurement Project Management Plan				
Output Document:	Requisition and Issue Slip				
Classification:	Complex (multi-stages)				
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2G – Government to Business				
Who may avail:	All interested applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Purchase Request			Client/End User		
PPMP			Client/End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON	
1. Submit Purchase Request (PR)	1. Receive, record and assign number to Purchase Request (PR)	None	2 minutes	Bids and Awards Committee (BAC) Clerk	
	1.1. Check inclusion of items in the approved Procurement Project Management Plan (PPMP)	None	3 minutes	Procurement Officer	
	1.2. Forward PR to Budget Section for earmarking	None	5 minutes	BAC Clerk	
	1.3. Receive approved PR from Office of the Regional Director (ORD)	None	2 minutes	BAC Clerk	
	1.4. Prepare Agency Procurement Request (APR)	None	5 minutes	Administrative Officer	
	1.5. Reviews APR	None	10 minutes	Procurement	

				Officer
	1.6. Routes APR for signature of requesting Division	None	2 minutes	BAC Clerk
	1.7. Receive and record signed PR	None	1 working day (depending on the availability of signing authorities)	Division Chief Regional Director BAC Clerk
	1.8. Submit approved APR at Department of Budget and Management (DBM) for issuance of Certificate of Availability of Supplies /Certificate of Non-availability	None	1 working day depending on the bulk of APR received by DBM	Administrative Officer
	1.9. Prepare Request for Quotation (RFQ) if request is not available at DBM	None	5 minutes	BAC Clerk
	1.10. Review prepared RFQ	None	5 minutes	Procurement Officer
	1.11. Route RFQ for signature of BAC Chairman/ Vice Chairman	None	within the day of receipt	BAC Clerk
	1.12. Distribute RFQ to canvasser	None	within the day of receipt	BAC Clerk
	1.13. Follow-up RFQ from Canvassers if RFQs are not returned within 3 days Note : Canvassers shall submit quotation to BAC Secretariat after 3 days	None	within the day of receipt	Procurement officer
	1.14. Prepares Abstract of	None	30 minutes	BAC Clerk

	Canvass (AOC)			
	1.15. Review prepared AOC	None	5 minutes	Procurement Officer
	1.16. Route AOC to BAC members for signature and to Office of the Regional Director for his approval	None	Within the day (depending on the availability of the BAC members and that of the Regional Director)	BAC Clerk
	1.17. Receive approved AOC	None	1 minute	BAC Clerk
	1.18. Prepare Purchase Order and Obligation Request	None	15 minutes	Procurement Officer
	1.19. Review prepared PO and update Procurement Monitoring Report (PMR)	None	15 minutes	Procurement Officer
2. Sign Purchase Order (PO) with Obligation Request (OBR)	2. Receive and route signed Purchase Order (PO) with Obligation Request (OBR) to Supply Section	None	within the day	BAC Clerk
	2.1. Receive the approved purchase order/s with complete attachments	None	1 minute	Supply Clerk
	2.2. Records the purchase order/s received thru the monitoring tool used via Google Sheet and logbook	None	3 minutes	Supply Clerk
3. Await for the delivery of the requested supply	3. Serve the purchase order/s to the supplier/s Note:	None	1 day	Supply Clerk

	<p>a.) Follow up the delivery of items</p> <p>b.) If the supplier cannot comply due to specification as per purchase order, a waiver must be prepared.</p> <p>c.) Receive the waiver and endorse to the Head of the Procuring Entity (HOPE) for proper action.</p>			
	3.1. Receive/accept the items delivered as to quantity	None	15 minutes	Supply Clerk
	3.2. Prepares the Inspection and Acceptance Report to be signed by the Inspector and Accepted by the DC/Head Concerned	None	1 day	Supply Officer Inspection Committee DC Concerned
	3.3. Updates and encodes stock balances to the Supply stock cards	None	1 day	Supply Clerk
	3.4. Prepares the Request of Issuance Slip (RIS) in 3 copies	None	5 minutes	Supply Clerk
	3.5. Approves the RIS in 3 copies (1 copy given to the end user; 2 copies for Supply)	None	1 minute	Supply Officer

4. Receives requested supplies	4. Issues the supplies to the end user	None	3 minutes	Supply Clerk
TOTAL		None	5 working days (depending on the availability of the signatories)	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p>

	For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
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5. WALK-IN SUBMISSION OF APPLICATION DOCUMENTS

Division:	Human Resource Management and Development Division			
Description:	Walk-in submission of application documents refers to the actual receipt of the application letter with its complete attachments by the Records Section, reviewed by the Human Resource Planning and Performance Management Section.			
Legal Reference:	Civil Service Commission Memorandum Circular No. 14 series of 2017 revised, July, 2018			
Process Owner:	Human Resource Planning and Performance Management Section			
Input Document:	Notice of Vacancy Application Documents			
Output Document:	Receipt of the application documents			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to Regional Director, Fernando R. de Villa, specifying the desired position.		Client/Applicant		
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, revised 2017)		Downloaded via www.csc.gov.ph		
Performance Rating in the present position for one (1) year (if applicable)		Client/Applicant		
Photocopy of certificate of CS eligibility/PRC board rating and license		Civil Service Commission Regional Office – CS eligibility Professional Regulation Commission Regional Office – PRC board rating and license		
Photocopy of Transcript of Records		School graduated from		
Photocopy of Trainings Attended		Client		
Photocopy of Certificate of Employment		Previous employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
4. Submit the application letter with complete attachments	5. Receive the applicant's application documents with complete attachments	None	1 minute	Records Officer

	* If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.			
	5.1. Endorse the application documents to the Office of the Assistant Regional Director for Administration	None	Within the day of receipt	Records Officer
	5.2. Endorse the application documents to the OIC Chief, Human Resource Management and Development Division	None	Within the day of receipt	Secretary, Office of the Assistant Regional Director for Administration
	5.3. Endorse the application documents to the Human Resource Planning and Performance Management Section	None	Within the day of receipt	Division Secretary
	5.4. Human Resource Planning and Performance Management Section (HRPPMS) reviews the application documents	None	Within the day of receipt	Human Resource Officer
	5.5. Human Resource Planning and Management	None	Within the day of receipt	HRPPMS Clerk

	Section inputs applicant's information to the Database of Applicants			
	TOTAL	None	1 day	

6. FILLING-UP OF VACANT POSITIONS (REGARDLESS OF STATUS OF EMPLOYMENT)

Division:	Human Resource Management and Development Division			
Description:	Filling-up of vacant position refers to the recruitment, selection and placement of qualified applicant/s to fill up a vacant position based on merit and fitness.			
Legal Reference:	Civil Service Commission Memorandum Circular No. 14 series of 2017 revised, July, 2018			
Process Owner:	Human Resource Management and Development Division			
Input Document:	Notice of Vacancy Application Documents			
Output Document:	Congratulatory Letter for successful applicants Regret Letter for unsuccessful applicants			
Classification:	Complex (Multi-process)			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to Regional Director, Fernando R. de Villa, specifying the desired position.		Client/Applicant		
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, revised 2017)		Downloaded via www.csc.gov.ph		
Performance Rating in the present position for one (1) year (if applicable)		Client/Applicant		
Photocopy of certificate of CS eligibility/PRC board rating and license		Civil Service Commission Regional Office – CS eligibility Professional Regulation Commission Regional Office – PRC board rating and license		
Photocopy of Transcript of Records		School graduated from		
Photocopy of Trainings Attended		Client		
Photocopy of Certificate of Employment		Previous employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
	1. Submission of Request for Publication of	None	10 days	Human Resource Officer

	<p>Vacant Positions to Civil Service Commission Field Office</p> <p>Posting of the same publication of vacant position in the DSWD FO2 Bulletin of Vacant Positions, in the satellite offices and DSWD website and social media accounts</p>			
2. Submit application documents with complete attachments to Records Section	2. Endorse received application letters with complete attachments to the Office of the Assistant Regional Director for Administration	None	within the day of receipt	Records Officer
	2.1. Endorse received application letters with complete attachments to the Office of the OIC Chief, Human Resource Management and Development Division	None	within the day of receipt	Secretary, Office of the Assistant Regional Director for Administration
	2.2. Endorse received application letters with complete attachments to the Human	None	within the day of receipt	Division Secretary

	Resource Planning and Performance Management Section (HRPPMS)			
	2.3. HRPPMS review the application documents	None	within the day of receipt	Human Resource Officer
	2.4. Human Resource Planning and Performance Management Section input applicant's information to the Database of Applicants	None	within the day of receipt	HRPPMS Clerk
	2.5. Human Resource Planning and Performance Management Section requests set of examination questions to the Hiring Unit	None	1 working day	Human Resource Officer
	2.6. Endorse set of examination questions to HRPPMS by the Hiring Unit	None	3 working days	Division Secretary
3. Upon the closing/ deadline of submission of applications, await for the schedule of the Written Examination	3. Evaluate application documents vis-à-vis CSC qualification standards of the position	None	3 working days (may be extended depending on the volume of application documents)	Human Resource Officer
	3.1. Endorse longlist of applicants	None	1 working day	Human Resource Officer

	<p>meeting the CSC qualification standards ((education, experience training and eligibility) to the hiring unit for review and further instructions</p> <p>Note:</p> <p>Eligibility requirement is waived for applicants applying for Contract of Service positions.</p> <p>However, Hiring Unit may prefer applicants with eligibility.</p>			
	3.2. Submit list of applicants meeting the preferred qualifications.	None	3 working days	Hiring Unit
	3.3. Endorse longlist and list selected by the Hiring Unit to the Human Resource Merit Promotion and Selection Board (HRMPSB) Chair for review and/or concurrence	None	within the day of receipt of the selection – line up	Human Resource Officer
	3.4. Endorse longlist and list selected by the HRMPSB	None	Within the day of receipt of the selection line-up	Secretary, Office of the Assistant Regional Director for

	Chair to the Human Resource Planning and Performance Management Section.			Administration
	3.5. Schedule examination on the date as notified	None	Within the day	Human Resource Officer
4. Receive invitation for the Written Examination Note: Notify HRPPMS if not available on the scheduled date and request of rescheduling of Written Examination	4. Notify qualified applicants of the schedule of the Written Examination	None	3 calendar days before the date of examination	Human Resource Officer
5. Undertakes the Written Examination	5. Administer the Written Examination Note: Applicants shall not indicate their respective names in the Examination Booklet	None	Within the schedule date and time	Human Resource Officer
	5.1. Administer examination to applicants	None	within the day	Human Resource Officer
	5.2. If permanent position, endorse the accomplished and sealed Written Examination to HRMPSB members	None	within the day	Human Resource Officer
	5.3. For	None	Within the day	Human

	contractual, casual and contract of service positions, endorse the accomplished and sealed examination to Hiring Unit		of the Written Examination	Resource Officer
6. Await for the result of the Written Examination	6. HRMPSB members or Hiring Unit rate/ check Written Examination	None	3 working days	HRMPSB Members or Hiring Unit
	6.1. Decode the Written Examination to determine the name of the applicants	None	Within the receipt of the rated/ checked examination paper	Human Resource Officer
	6.2. Consolidate result of the Written Examination	None	Within the receipt of the rated/ checked examination paper	Human Resource Officer
7. Qualified applicants receive notification on the schedule of the HRMPSB interview	7. Notify through Call, SMS and posting in the DSWD FO2 official website of qualified applicants of the schedule of HRMPSB Interview	None	3 calendar days before the HRMPSB Interview schedule	Human Resource Officer
8. Qualified applicants attend the HRMPSB interview	8. HRMPSB conduct a competency-based interview	None	within the scheduled day and time	Human Resource Officer
	8.1. Provide rating based on the interview criteria	None	right after the HRMPSB Interview	HRMPSB members
	8.2. Consolidate the ratings provided by	None	within the day	HRMPSB Secretariat

	HRMPSB members			
9. Await for the result of the HRMPSB Interview	10. Prepare HRMPSB resolution and Comparative Data Matrix Note: For permanent positions, shortlisted applicants are posted for 3 working days	None	2 working days after the posting of shortlisted applicants for 3 working days for permanent positions 3 working days after the HRMPSB Interview for Contractual, Casual and Contract of Service positions (may be extended depending on the number of positions interviewed for the day)	HRMPSB Secretariat
	10.1. Act on the HRMPSB resolutions	None	within 3 working days (depending on the availability of the HRMPSB members)	HRMPSB members HRMPSB Secretariat
	10.2. Approve the HRMPSB resolution and select the successful applicant/s based on the number of vacant positions	None	within 3 working days (depending on the availability of the Appointing Authority)	Regional Director as the Appointing Authority
11. Await for the result of the	10. HRMPSB informs the	None	within the receipt of the	HRMPSB Secretariat

application	successful applicant through welcome letter Note: Unsuccessful applicant/s shall be informed through regret letter		approved HRMPSB resolution	
12. Receive personally the welcome letter Note: Regret Letter for internal applicants shall be handed personally by the Human Resource Officer For external applicants, the same shall be sent via snail mail.	11. Instruct personally the successful applicant to submit enlisted pre-employment requirements	None	1 calendar day after the receipt of the signed welcome letter (depending on the availability of the applicant/s)	Human Resource Officer
13. Secure pre-employment requirements		depends on the requirements	10 calendar days	Client/Applicant
14. Submit complete pre-employment requirements	13. Review submitted pre-employment requirements Note: Incomplete set of pre-employment requirements shall not be received. Applicant/s shall be advised to secure lacking documents	None	within the day	Client/Applicant
15. Await for the schedule of the signing of Appointment /	14. Prepare Appointment / Contract of Service	None	within the day	Human Resource Officer

Memorandum of Agreement	<p>Note: Complete pre-employment requirements submitted before 12:00 noon, appointment / Memorandum of Agreement shall be signed in the afternoon.</p> <p>If submitted after 12:00 noon, applicant shall sign the next working day</p>			
16. Sign the Appointment / Memorandum of Agreement	<p>15. Advise the applicant on the following:</p> <p>d. details of the Appointment / Memorandum of Agreement</p> <p>e. date of assumption</p> <p>f. basic HR policies</p>	None	within the day	<p>Client / Applicant</p> <p>Human Resource Officer</p>
17. Await for his / her assumption to duty	16. Prepares on onboarding materials	None	14 calendar days	Human Resource Officer
18. Report to duty	17. Endorse applicant to Hiring Unit	None	N/A	<p>Client / Applicant</p> <p>Human Resource Officer</p>
TOTAL		None	<p>86 days for Permanent positions</p> <p>85 days for Contractual, Casual and Contract of Service</p>	

		positions	
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

7. STAFF MOBILIZATION

Division:	Human Resource Management and Development Division			
Description:	Staff Mobilization is the one of the activities undertaken whereby employee/s are mobilized in any wellness-related invitations of other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs) and/or other Institutions, public or private. This include but not limited to invitation for Fun Walk, Fun Run, Bloodletting activities, etc.			
Legal Reference:	DSWD Administrative Order No. 20, series of 2018, or the Enhanced Mechanism on Promoting Occupational Wellbeing and Employee Reinvigoration (EMPOWER)			
Process Owner:	Human Resource Welfare Section			
Input Document:	Invitation Letter from the Requesting Party			
Output Document:	Special Order: Authority to Attend/Participate Payment for registration fee (if any)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	Interested employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Invitation Letter addressed to Regional Director, Fernando R. de Villa			Requesting Party (NGAs, NGOs, LGUs, POs, etc.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit the invitation letter	1. Receive the requesting party's invitation letter with registration form (if any)	None	1 minute	Records Officer
	1.1. Endorse invitation letter to the OIC Chief, Human Resource Management and Development Division	None	Within the day upon receipt	Records Officer
	1.2. Endorse invitation letter to the HR Welfare Section	None	Within the day upon receipt	HRMDD Chief

	1.3. Evaluate the invitation letter as to the type of activity, number of participants, registration fees (if applicable, within budget), date, time, venue	None	Within the day upon receipt	HR Welfare Focal
	1.4. Disseminate invitation in as many medium as possible (memo, phone call, office to office hopping, flag raising ceremony, etc)	None	1 to 3 days (depending on the type of activity and number of participants required)	HR Welfare Focal Person
	1.5. Enlist interested employee/s	None	Upon receipt of intent to participate	HR Welfare Focal Person
	1.6. Prepare Special Order to attend/participate in the activity	None	1 day	HR Welfare Focal Person
	1.7. Prepare DV/OBR (for checks) or Cash Advance form (for cash) as payment for registration fee (if any)	Depending on the required registration fee (if any)	3 days	HR Welfare Focal Person
	1.8. Pays the registration fee (in check or in cash) to the requesting party	Depending on the required registration fee (if any)	1 day upon receipt of the check or cash	HR Welfare Focal Person

TOTAL	Depending on the required registration fee (if any)	3 days	
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8. MANDATORY DRUG TESTING

Division:	Human Resource Management and Development Division			
Description:	The mandatory drug testing is in compliance with DSWD Administrative 14, Series of 2017. It is done to identify employees who are using dangerous drug/s and to ensure the community/public that the Field Office is a drug-free workplace.			
Legal Reference:	DSWD Administrative 14, Series of 2017, "Enhanced Guidelines in the Implementation of a Drug Free Workplace Program"			
Process Owner:	Human Resource Welfare Section			
Input Document:	Reminder/Memorandum from CO- Drug Free Workplace			
Output Document:	Drug Test Results Accomplishment Report on Drug Testing Activity			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reminder/Memorandum from CO- Drug Free Workplace			DSWD- Central Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
	1. Prepare Project Proposal and other related forms	None	1 day	HR Welfare Focal Person
	1.1. Submit Project Proposal and other related forms for review of Management (Division Chief, ARD for Administration)	None	Upon completion	HR Welfare Focal Person
	1.2. Prepare request letter to the Drug Testing Facility to accommodate employees	None	Within the day upon receipt of approved Project Proposal	HR Welfare Focal Person
	1.3. Endorse request letter for perusal/ approval of	None	Within the day	Section/Division Clerk

	management			
	1.4. Forward approved request letter to the Drug Testing Facility	None	2 days	Records Section
	1.5. Prepare Notice of Drug Testing for approval of the FO-DFWC chairperson	None	3 days (Assuming the request letter has been approved by the Drug Testing Facility)	HR Welfare Focal Person
	1.6. Forward Notice of Drug Testing for approval of FO - DFWC	None	1 day	HR Welfare Focal Person
2. Awaits for the schedule of drug testing	2. Provide the employees with Notice of Drug Testing		5 days, upon receipt of approved/ signed Notice of Drug Testing	Section/Division Clerk
	2.1. Monitor compliance/ completion rate	None	5 minutes Note: Completion of all drug tests by employees usually last 14 days	HR Welfare Focal Person
	2.2. Prepare DV/OBR for payment to the Facility	Depending on the Billing statement	Within the day upon receipt of Billing Statement from the Drug Testing Facility	HR Welfare Focal Person
	2.3. Secure payment from the Cash Section	Depending on the Billing statement	1 day	HR Welfare Focal Person
	2.4. Pay the Drug Testing Facility	Depending on the Billing	1 day	HR Welfare Focal Person

		statement		
	2.5. Receipt of Drug Test Results	None	2 days (depending Drug Testing Facility's capacity)	HR Welfare Focal Person
	2.6. Consolidate drug testing results	None	Within the day upon receipt of the reminder/notice	HR Welfare Focal Person
	2.7. Prepare Report	None	1 day	HR Welfare Focal Person
	2.8. Endorse report for approval of FO-DFWC Chairperson	None	Within the day upon finalization of report	HR Welfare Focal Person
	2.9. Endorse report for approval of CO-DFWC Chairperson	None	Upon receipt of approved/ signed report	HR Welfare Focal Person
TOTAL		depending on the service fee of the Drug Testing Facility	20 days	

9. ORGANIZATION OF WELLNESS ACTIVITIES/PROGRAMS/SERVICES

Division:	Human Resource Management and Development Division			
Description:	Wellness activities/service/programs are organized to help the workforce stay motivated, able to cope with challenges of daily living and the workplace and to obtain a healthy, safe, and conducive work-life balance. Hence, they are able to engage in decent and uncompromised quality of work			
Legal Reference:	DSWD Administrative Order No. 20, series of 2018, or the Enhanced Mechanism on Promoting Occupational Wellbeing and Employee Reinvigoration (EMPOWER)			
Process Owner:	Human Resource Welfare Section			
Input Document:	Needs Assessment/DOH Monthly Health Celebrations			
Output Document:	Registration logbook/Accomplishment Report			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Interested employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Needs Assessment; or DOH Monthly Health Celebrations			HR Welfare Section/HRMDD Department of Health	
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	RESPONSIBLE PERSON

		PAID	(RA 11032)	
	1. Evaluate needs of employees	None	3 days	HR Welfare Focal Person
	1.1. Prepare Concept Notes/ Project Proposal/s and other related forms	None	2 days	HR Welfare Focal Person
	1.2. Submit Proposal/s for review of Management	None	Upon completion	HR Welfare Focal Person
	1.3. Prepare for the implementation/ conduct of the activity/service/ program	None	Upon approval of the proposal/s	HR Welfare Focal Person
	1.4. Schedule activity/ service/ program	None	1 day	HR Welfare Focal Person
	1.5. Draft request letter/invitation letter for the service provider/ resource person	None	1 day	HR Welfare Focal Person
	1.6. Endorse communication letter for approval/ signature of Division Chief, ARD and Regional Director	None	Upon completion	HR Welfare Focal Person
	1.7. Inform/ forward letter to the service provider	None	Upon approval of communication letter	HR Welfare Focal Person/ Records Officer
	1.8. Disseminate Activity/ service/ program to employees via memo, bulletin board, flag raising, etc.	None	3 days	HR Welfare Focal Person
2. Avail/ participate	2. Enlist interested employees	None	1 day	HR Welfare Focal Person

in the activity/ program/ service				
	2.1. Monitor attendance/ availability of employees	None	1 day	HR Welfare Focal Person
TOTAL		None	15 days	

10.SUBMISSION OF MONTHLY DATABASE OF STAFFING PATTERN AND OPERATIONAL STRUCTURE

Division:	Human Resource Management and Development Division			
Description:	<p>A database on the staffing pattern is submitted monthly to the Central Office- HRMDS that contains all relevant data about the incumbent (including birthdate, marital status, educational attainment, etc.) and status of filled and unfilled positions in the Field Office. The database has 5 templates and is submitted every 5th day of the succeeding month:</p> <p>Template A – complete information about the incumbents and status of all unfilled positions;</p> <p>Template B - Personnel Complement;</p> <p>Template C – Breakdown of Registered Social Workers as to Status of Employment;</p> <p>Template D – Breakdown of Solo Parents, PWDs, and Senior Citizens as to Status of Employment; and,</p> <p>Template E – Monitoring of Vacant Permanent, Casual, Contractual Positions for Filling-up</p>			
Legal Reference:	Civil Service Commission Memorandum Circular No. 14 series of 2017 revised, July, 2018			
Process Owner:	Human Resource Welfare Section			
Input Document:	<p>List of Resigned Employees for the month;</p> <p>List of staff with updated marital status (if any);</p> <p>List of Newly Hired/Promoted/Re-appointed with submitted Personal Data Sheet (PDS);</p> <p>Special Orders for designations/change of place of assignments (if any);</p> <p>Status of vacant positions</p>			
Output Document:	Accomplished/Updated Database			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	DSWD Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of Resigned Employees for the month			Personnel Administrative Section	
List of staff with updated marital status (if any)			Personnel Administrative Section	
Special Orders for designations/change of place of assignments (if any)			Personnel Administrative Section	

List of Newly Hired/Promoted/Re-appointed with submitted Personal Data Sheet (PDS)			Human Resource Planning and Performance Management Section	
Status of vacant positions			Human Resource Planning and Performance Management Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Notify/ submission of updated database	1. Secure related documents to Personnel Administration Section (PAS) and Human Resource and Performance Management Section (HRPPMS)	None	2. days Note: Depending on the availability needed documents	HR Welfare Focal Person
	1.1. Encode profile of newly hired employees in Template A	None	1 Days Note: Depending on the quantity of newly hired, movements	HR Welfare Focal Person
	1.2. Update status of each unfilled positions	None	2 days	HR Welfare Focal Person
	1.3. Update necessary data in all templates of the database based on secured documents	None	1 days	HR Welfare Focal Person
	1.4. Verify with Program Focal person and/or PAS, HRPPMS for movements in the place of assignments/ designations	None	1 day	HR Welfare Focal Person
	1.5. Prepare transmittal letter	None	1 day	HR Welfare Focal Person
	1.6. Endorse Transmittal	None	Within the day upon	HR Welfare Focal Person

	with Printed copy of Templates for signature of DC, ARD for Administration and Regional Director		finalization	
	1.7. Review database	None	Within the day upon receipt of the documents	DC, ARD and RD
	1.8. Endorse back to Division or Section	None	1 day	ORD Secretary
	1.9. Submit signed/ approved transmittal memo and database	None	Upon receipt of signed transmittal and templates	HR Welfare Focal Person
TOTAL		None	7 days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPMS • Name of Person complained of • Reason for complaint

	<ul style="list-style-type: none"> Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

11.APPLICATION FOR SCHOLARSHIP (LOCAL AND FOREIGN)

Division:	Human Resource Management and Development Division
Description:	<p>Application for scholarship (local and foreign) refers to the availment of scholarship (local and foreign) by permanent, contractual, coterminus and casual employees.</p> <p>DSWD-funded scholarship is a grant provided by the Department to support DSWD employees who want to pursue further studies by completing a baccalaureate degree or pursuing further studies by earning a post-graduate degree</p> <p>Externally-Sponsored scholarship is a grant offered to DSWD by external institutions/agencies/sponsors in the Philippines or abroad</p>
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018
Process Owner:	Learning and Development Section
Input Document:	Educational Support for DSWD Employees Application Form
Output Document:	RPDC Resolution DSWD Educational Support Contract for DSWD-Funded Scholarship Regret Letter
Classification:	Complex-Multi Stages
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All interested and qualified applicants
CHECKLIST OF REQUIREMENTS	
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered	Learning and Development Section
Accomplished Application Form	Learning and Development Section
Service Record	Personnel Administration Section
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods	Personnel Administration Section/ Applicant

Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section			
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section			
Updated Personal Data Sheet		Applicant			
Regional Personnel Development Committee Resolution		Learning and Development Section			
Additional Requirements					
School Registration/ Enrolment Form/ Schedule of Classes (for DSWD-Sponsored Scholarship)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON	
1. Seek approval from his/her supervisor and concurrence cluster heads and submit documentary requirements as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	1. Receive and review application Note: If not qualified, HR Learning and Development prepare regret letter If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	30 minutes	Regional Personnel Development Committee (RPDC) Secretariat	
	2.1. Prepare matrix for each applicant	None	30 minutes per applicant	RPDC Secretariat	
	2.2. RPDC convene and deliberate for initial deliberation Note: If lone applicant/urgent nominations RPDC secretariat prepares referendum	None	2 hours	RPDC Members	
	2.3. Prepare RPDC resolution and the complete package of supporting documents	None	2 working days	RPDC Secretariat	
	2.4. RPDC review, sign, and recommend approval of the resolution to Regional Director	None	10 working days	RPDC Members	
	2.5. Endorse	None	30 minutes	RPDC	

	nominations to HRDS-Central Office			Secretariat
	2.6. Prepare PDC resolution and the complete package of supporting documents	None	2 working days	Personnel Development Committee (PDC) – Central Office
	2.7. Recommend approval of the resolution to appropriate signatories	None	10 working days	PDC
	2.8. Approve PDC recommendation	None	10 working days	Secretary or Duly Designated Officer
	2.9. Submit the Department's nominee to the organizer	None	2 working days	PDC
3. Sign a scholarship contract once accepted in the program Note: Not qualified applicant/s shall be notified through a Regret Letter	3. Endorse scholarship contract to Regional Director for signature	None	2 working days	Applicant RPDC Secretariat a
	3.1. Submit accomplished scholarship contract to HRDS for signature of Secretary and notary	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	3.2. Sign the scholarship contract	None	10 working days	Secretary or Duly Representative
TOTAL		Php 50.00 to 100.00	40-50 days (depending on the availability of signatories)	

12. APPLICATION FOR STUDY LEAVE

Division:	Human Resource Management and Development Division			
Description:	Application for Study Leave refers to the availing of leave in order to pursue professional advancement by permanent, contractual, coterminous and casual employees. Specifically, a time-off from work not exceeding six months with pay for qualified officials and employees to help them prepare for their bar or board examinations or complete their master's degree.			
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018			
Process Owner:	Learning and Development Section			
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet			
Output Document:	RPDC Resolution DSWD Educational Support Contract for Study Leave Regret Letter			
Classification:	Complex (Multi Stages)			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All interested and qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section		
Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section/ Applicant		
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Additional Requirements				
Letter of Intent/request for Non-Scholarship Grant (Study Leave)		Applicant		
Accomplished Application for Leave Form (for Study Leave)		Personnel Administration Section		
Permit to take Board/Licensure Examination or Schedule of Examination (for Study Leave)		Professional Regulation Commission		
School Registration/Enrolment Form/Schedule of Classes (for Study leave)		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Seek approval from his/her supervisor and concurrence cluster heads	1. Receive Request	None	2 days	Applicant and Supervisor and concurrence cluster heads
2. Endorse the	2. Receive, screen, and	None	1 hour per	Applicant,

request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	review request per set criteria in the guideline Note: If not qualified, Learning and Development Section prepares regret letter If incomplete, application documents will be returned to the applicant and advised to submit complete documents.		request	Concurrence cluster heads RPDC Secretariat
	2.1 Prepare resolution	None	2 hours per request	RPDC Secretariat
	2.2 Review and concurred the resolution	None	10 working days	RPDC Members
	2.3 Endorse the resolution to the approving authority Note: If not endorsed, HRMDD informs the applicant/ Division on the RPDC Result of screening thru memorandum		Within the day	RPDC members
	2.4 Approve RPDC recommendation on study leave request of FO rank-and-file staff Approve PDC recommendation for division chiefs:		10 working days	Regional Director Secretary
	2.5 Inform the applicant/division of the approval of the request	None	Within the day upon receipt of the approval	RPDC Secretariat
3 Grantee accomplish a study leave contract	3. Endorse contract to Regional Director for signature or Submit accomplished contract to HRDS for signature of Secretary and notary	None Php 50.00 to 100.00	2 working days	RPDC Secretariat and Applicant
	3.1. Sign the scholarship	None	10 working days	Secretary or Duly

	contract			Designated Officer
	TOTAL	Php 50.00 to 100.00	36 days and 3 hours or 30-40 days depends on the availability of signatories	

13. APPLICATION FOR OFFICIAL TIME TO ATTEND FOREIGN SCHOLARSHIPS, TRAININGS AND SHORT-TERM NON-DEGREE COURSES

Division:	Human Resource Management and Development Division			
Description:	Application for official time refers to a time-off provided to employees who will participate in a foreign training/short-term courses or scholarship, to which (1) they have directly applied to and/or (2) they have been invited by a sponsoring organization. No additional entitlements will be provided by the Department and that all costs related to the travel will be done by the employee or sponsoring organization. This could be availed by permanent, contractual, coterminous and casual employees.			
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018			
Process Owner:	Learning and Development Section			
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet			
Output Document:	RPDC Resolution DSWD Educational Support Contract for Official Time to Attend Foreign Scholarships, Trainings and Short-Term Non-Degree Courses Regret Letter			
Classification:	Complex- Multi Stages			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All interested and qualified applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered			Learning and Development Section	
Accomplished Application Form			Learning and Development Section	
Service Record			Personnel Administration Section	
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods			Personnel Administration Section/ Applicant	
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant			Personnel Administration Section	
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program			Personnel Administration Section	
Updated Personal Data Sheet			Applicant	
Regional Personnel Development Committee Resolution			Learning and Development Section	
Additional Requirements				
Medical certificate (for Foreign Scholarships/Trainings)			Government Hospital/Physician	
Letter of Intent/Request for Non-Scholarship Grant (Official Time)			Applicant	
Acceptance Letter or invitation from the Sponsoring			Sponsoring Agency/Organization	

Agency/Organization (for Official Time)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Seek approval of his/her immediate supervisor, Director/s and concurrence from cluster heads	1. Approve Request	None	2 working days	Applicant and Supervisor and coach monitor
2. Endorse the request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	2. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, HRMDD prepares regret letter If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	1 hour per request	Applicant, Supervisor and RPDC Secretariat
	2.1. Convene RPDC to discuss the request for initial deliberation	None	2 hours	RPDC Members
	2.2. Prepare the RPDC Resolution based on the deliberation Note: If not qualified, HRMDD prepares regret letter	None	2 working days	RPDC Secretariat
	2.3. Review and concurred the resolution	None	10 working days	RPDC Members
	2.4. Endorse the resolution to the approving authority	None	Within the day	RPDC members
	2.5. Approve RPDC resolution	None	10 working days	Regional Director
	2.6. Endorse RPDC resolution to	None	2 working days	RPDC Secretariat

	HRDS with supporting documents for review			
	<p>2.7. Initially review the qualifications of nominees based on the requirements set by the Department and the completeness and accuracy of documents</p> <p>Note: If application/nomination is in order, the Secretariat prepares a matrix of applicant/s for PDC deliberation</p> <p>If not in order, HRDS informs the nominee through a memorandum indicating what is lacking or the necessary action needed to undertake</p>	None	2 working days	HRDS PDC Secretariat
	2.8. Convene PDC to discuss the request	None	5 working days	PDC Secretariat
	2.9. Prepare PDC resolution based on the deliberation	None	2 working days	PDC Secretariat
	2.10. Review and recommend approval of request	None	7 working days	PDC Members
	2.11. Approve the request based on PDC recommendation	None	10 working days	Secretary
	2.12. Inform the applicants on the approval of the request and requires the grantee to accomplish a contract	None	Within the day upon receipt of the approval	HRDS PDC Secretariat
3. Grantee accomplish a contract	4. Endorse contract to Regional Director for signature	None	5 working days	RPDC Secretariat and applicant

	3.1. Submit accomplished contract to HRDS for signature of Secretary and notary	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	3.2. Sign the scholarship contract	None	10 working days	Secretary
TOTAL		Php 50.00 to 100.00	60-70 days (depending on the availability of signatories)	

14. APPLICATION FOR FUND AUGMENTATION FOR MATRICULATION OR THESIS/DISSERTATION

Division:	Human Resource Management and Development Division	
Description:	Application for fund augmentation is a type of monetary educational support provided to employees in completing their degree/course or the required thesis or dissertation that are relevant to the Department's goals/mandate.	
Legal Reference:	DSWD Administrative Order No. 16 Series of 2018	
Process Owner:	Learning and Development Section	
Input Document:	Educational Support for DSWD Employees Application Form Individual Development Plan Personal Data Sheet	
Output Document:	RPDC Resolution DSWD Educational Support Contract for Fund Augmentation for Matriculation or Thesis/Dissertation Preparation Regret Letter	
Classification:	Complex- Multi Stages	
Type of Transaction:	Government to Citizens	
Who may avail:	All interested and qualified applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section
Accomplished Application Form		Learning and Development Section
Service Record		Personnel Administration Section
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section/ Applicant
Certification of No pending Administrative/ criminal (CNPAC) charge filed against the applicant		Personnel Administration Section
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section
Updated Personal Data Sheet		Applicant
Regional Personnel Development Committee Resolution		Learning and Development Section
Additional Requirements		
Letter of Intent/Request for Non-Scholarship Grant (Fund Augmentation)		Applicant
School Registration/Enrolment Form/Schedule of		School

Classes (for Fund Augmentation for Matriculation)				
Thesis/Dissertation proposal aligned to the Research Agenda or Priority/Performance Areas of DSWD (for Fund Augmentation for Thesis/Dissertation)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit request and /or thesis/dissertation proposal to his/her supervisor (Division Chief and Regional Directors) and seek endorsement for management financial support thru R/PDC	1. Concur the request	None	2 working days	Applicant and Supervisor
2. Endorse the request to HRMDD with supporting documents as listed in DSWD AO 16 series of 2018 Annex C.2 (5-10 working days)	2. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, HRMDD prepare regret letter If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	1 hour per request	Applicant, Supervisor, and RPDC Secretariat
	2.1. Prepare the RPDC Resolution	None	2 hours	RPDC Secretariat
	2.2. Review and submit the resolution to Regional Director	None	10 working days	RPDC Members
	2.3. Review and Endorse to CO for deliberation	None	10 working days	Regional Director
	2.4. Collate and review all requests and prepares matrix for PDC deliberation	None	5 working days	HRDS
	2.5. Convene and deliberate on all requests	None	1 working day	PDC

	<p>Note:</p> <p>If PDC recommend, HRDS prepare resolution and recommendation based on the agreements reached by the PDC</p> <p>If not, HRDS prepare resolution and regret letter to the applicants/OBS</p>		<p>2 working days</p> <p>2 working days</p>	<p>HRDS</p> <p>HRDS</p>
	2.6. Review the resolution and endorse recommendation to the approving authority and/or sign the regret letter	None	10 working days	PDC
	<p>2.7. Approve PDC recommendation</p> <p>Note: Application of the Director shall be approved by the Secretary</p>	None	10 working days	USEC for GASSG
	2.8. Inform the applicant/OBS of the approval of the request and require the grantee to accomplish a contract	None	Within the day upon the receipt of the approval	HRDS
	2.9. Inform the applicants on the approval of the request and requires the grantee to accomplish a contract	None	Within the day upon receipt of the approval	HRDS PDC Secretariat
3. Grantee accomplish a contract	3. Endorse contract to Regional Director for signature	None	5 working days	RPDC Secretariat
	3.1. Submit accomplished contract to HRMDS for signature of Secretary			
	3.2. Submit	Php	1 working day	RPDC

	accomplished contract to HRMDS for signature of Secretary and notary	50.00 to 100.00		Secretariat
	3.3. Sign the scholarship contract	None	10 working days	Secretary
TOTAL		Php 50.00 to 100.00	50-60 days (depending on the availability of the signatories)	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/</p>

	<p>clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
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15. SALARY PREPARATION (PERMANENT, CONTRACTUAL, CASUAL AND CONTRACT OF SERVICE STAFF)

Division:	Human Resource Management and Development Division								
Description:	<p>Salary preparation is the process of arriving at what is due to the employees after reflecting necessary taxes and other deductions (statutory and other non-statutory) against their basic salary (gross pay) in the form of a payroll.</p> <p>The process produces a payroll which is a list of employees who are entitled to receive pay and the amounts that each should receive (net pay) for a set period of time or on a given date. Generally, payrolls reflect the salaries of the staff for a whole month, with the net pay to be deposited in their respective accounts on the 15th and 30th of the month.</p> <p>Payrolls are accompanied by supporting documents which include the daily time record (DTR), accomplishment report (except for permanent employees), and copy of appointment and assumption to duty (in the case of initial salaries).</p>								
Legal Reference:	DBM- National Budget Circular 579 Modified Salary Schedule for Civilian Personnel in the National Government Pursuant to RA 11466								
Process Owner:	Personnel Administration Section								
Input Document:	Daily Time Records Accomplishment Reports For initial salary: <ul style="list-style-type: none"> - Duly Signed copy of Appointment - Assumption to Duty 								
Output Document:	Payroll Salary of Staff								
Classification:	Complex								
Type of Transaction:	G2C – Government to Citizens								
Who may avail:	All DSWD Employees Regardless of Employment Status								
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Daily Time Record</td><td>Staff</td></tr> <tr> <td>Accomplishment Report</td><td>Staff</td></tr> <tr> <td>Duly Signed copy of Appointment (For initial salary)</td><td>Human Resource Management and Development Division</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Daily Time Record	Staff	Accomplishment Report	Staff	Duly Signed copy of Appointment (For initial salary)	Human Resource Management and Development Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
Daily Time Record	Staff								
Accomplishment Report	Staff								
Duly Signed copy of Appointment (For initial salary)	Human Resource Management and Development Division								

Assumption to Duty (For initial salary)		Human Resource Management and Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
	1. Receive and endorse the duly signed Daily Time Record and Accomplishment Report and other supporting documents to respective Personnel Administration Section Staff in-charge of Payroll.	None	1 minute	Secretary, Human Resource Management and Development Division (HRMDD)
	1.1. Reviews/checks the accuracy/correctness of DTR	None	3 minutes	Payroll Officer
	1.2. Computes tardiness/absences based on submitted Daily Time Record (DTR) Note If DTR is not properly filled-up, refers directly to concerned staff, thru call/text	None	5 minutes	Payroll Office
	1.3. Encode deductions of staff to payroll	None	3 minute/DTR	Payroll Office
	1.4. Check and balances the payroll	None	3 minutes	Payroll Officer
	1.5. Check if Net Pay is within the prescribed Minimum Net Take Home Pay as prescribed in the General Appropriations Act (GAA)	None	1 minute	Payroll Officer
	1.6. If Balance, prepares Voucher & Obligation Request	None	2 minutes	Payroll Office
	1.7. Print the payroll, Disbursement	None	2 minutes	Payroll Officer

	vouchers and Obligation Request			
	1.8. Initial in the Payroll	None	1 minute	Payroll Officer
	1.9. Endorse the Payroll to HRMDD Clerk (for Signature/Review of DC)	None	1 minute/	Secretary, HRMDD
	1.10. Review/sign the payroll	None	3 Minutes	Division Chief, HRMDD
	1.11. Endorse the Payroll to HRMDD Clerk	None	1 minute	Secretary, HRMDD
	1.12. Forward the payroll to Budget Section	None	1 minute	Secretary, HRMDD
TOTAL		None	30 minutes	

16.REQUEST FOR REGIONAL CLEARANCE (FOR STAFF WITH INTENTION TO LEAVE THE AGENCY)

Division:	Human Resource Management and Development Division
Description:	The Regional Clearance is document certifying that an employee is cleared from work-related, money and property accountabilities and that he/she does not have pending administrative case before separating from the agency or before going into an approved leave (more than 30 days). It utilizes the Clearance Form (CS Form No.7, Series of 2017, Revised 2018) of the Civil Service Commission. Said Clearance Form should be duly accomplished before paying the last salary or any money due the employee (CS Form No.7, Series of 2017, Revised 2018) who retired, resigned or transferred to another agency in the government. It is also a mandatory requirement in the case of promotion, reappointment or transfer involving movement from one department/agency to another and reemployment (Sec.6, item d of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised 2018).
Legal Reference:	<ul style="list-style-type: none"> - CSC MC 24, Series 20 2017 (2017 Omnibus Rules on Appointments and other Human Resource Actions) - DSWD Administrative Order No.16, Series of 2019 (2019 Delegation and Delineation of Authority)
Process Owner:	Personnel Administration Section
Input Document:	<ul style="list-style-type: none"> - Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service in case of staff with intension to leave. - Copy of duly accomplished turn-over of accountabilities to immediate supervisor - Request Letter
Output Document:	Regional Clearance
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> - Staff with desire to transfer to other government agencies. - Staff who wish to resign, retire or separated from service. - Staff requesting Travel Abroad on Personal Expense Staff with application for leave of 30 days or more.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service in case of staff with intension to leave.			Staff	
Copy of duly accomplished turn-over of accountabilities to immediate supervisor			Staff	
Request Letter			Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit a copy of Letter of Intension to Resign/ Retire/ Transfer/ Separate from Service (letter must be stamped at the Records Section and approved by the Regional Director), and duly accomplished turn-over of accountabilities to immediate supervisor Note: Turn-over documents must be received by the immediate supervisor or the staff who is assigned to care for the returned documents/ equipment/ supplies.	1. Receive and endorse the request documents to the Personnel Administration Section (PAS)	None	Within the day of receipt	Secretary, Human Resource Management and Development Division (HRMDD)
	1.1. Check completeness of documents. Once all are complete, Regional Clearance Form will be filled up by inputting information pertaining to the staff.	None	Upon receipt of the documents	Personnel Administration Section (PAS) staff-in-charge
	1.2. Print three (3) copies of the Regional Clearance Form	None	Immediately after input of staff's information	Personnel Administration Section (PAS) staff-in-charge
	1.3. Make sure the form bears	None	3 – 5 minutes	Personnel Administration

	<p>correct information and that the employee have signed all forms.</p> <p>Note: Countercheck reflected information in the printed clearance form and affix his/ her signature once all are correct.</p>			Section (PAS) staff
	1.4. Forward the clearance form and all attached documents to the concerned program, section and/ or division for the signatures under item II (Clearance From Work-Related Accountabilities) of the form.	None	2-3 minutes	Personnel Administration Section (PAS) staff-in-charge
	1.5. Concerned focal person under item II (Clearance From Work-Related Accountabilities) of the form will check on turn-over documents and affixes his/her signature once found to be complete.		Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal Person as specified in Item II of the Regional Clearance Form
	1.6. Forward the clearance form and all attached documents to the next signatory under item III (Clearance from Money and Property Accountabilities	None	2-3 minutes	Respective Division Secretary

	<p>1.7. Clearance form with all attached documents will go through the following signatories under item III:</p> <ul style="list-style-type: none"> - Property and Supply Section - General Services Section - SWEAP - MBA - Reg'l Learning Resource Center - Accounting Section - Cash Section - Payroll and Remittance Services <p>1.8. The focal person in the abovementioned sub-items will assess the turnover documents of the concerned staff, check appropriate box (cleared or not cleared) and affix his/ her signature on the space provided. He/ she will then forward the form and all attached documents to the next Focal Person.</p>	None	Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal persons as specified in the Regional in Item III of the Clearance Form
	<p>1.9. Clearance form with its attachments will be forwarded to item IV (Certification of No Pending Administrative Case) where the focal person will check on whether staff have pending</p>	None	Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal person as specified in the Regional in Item IV of the Clearance Form

	case or ongoing investigation (if any), check whether staff is cleared or not cleared and affix his/ her signature on the space provided.			
	1.10. Forward the clearance form and all attached documents to the Office of the Regional Director (last signatory under item V - Certification)	None	2-3 minutes	Respective Division Secretary
	1.11. The Regional Director will sign under Item V (Certification) of the Regional Clearance form.	None	Within 1-2 working days (depending on the availability of the Certifying Authority)	Regional Director as the Certifying Authority
	1.12. The signed Regional Clearance and all attached documents will be forwarded to the Personnel Administration Section.	None	2-3 minutes	Secretary, Office of the Regional Director
<i>Note: The remaining copies of the clearance will be attached to staff's last salary and will form part of his 201 file.</i>	1.13. Issue signed Regional Clearance to the requesting staff.	None	within the day of receipt (depending on the availability of the requesting staff)	Personnel Administration Section (PAS) staff-in-charge
TOTAL			6 working days and 17 minutes	

17. REQUEST FOR REGIONAL CLEARANCE (FOR STAFF WHO WISH TO TRAVEL ABROAD ON PERSONAL EXPENSE OR TO APPLY FOR LEAVE FOR 30 DAYS OR MORE)

Division:	Human Resource Management and Development Division
Description:	The Regional Clearance is document certifying that an employee is cleared from work-related, money and property accountabilities and that he/she does not have pending administrative case before separating from the agency or before going into an approved leave (more than 30 days). It utilizes the Clearance Form (CS Form No.7,

	Series of 2017, Revised 2018) of the Civil Service Commission. The Regional Clearance is a mandatory requirement to applications for sick, vacation or maternity leave for 30 days or more, foreign travels with more than 30 days leave and for terminal leave regardless of length (DSWD Administrative Order No.16, Series of 2019).			
Legal Reference:	<ul style="list-style-type: none"> - CSC MC 24, Series 20 2017 (2017 Omnibus Rules on Appointments and other Human Resource Actions) - DSWD Administrative Order No.16, Series of 2019 (2019 Delegation and Delineation of Authority) 			
Process Owner:	Personnel Administration Section			
Input Document:	<ul style="list-style-type: none"> - Request Letter - Application for Leave (CSC Form No.6) in case of 30 days or more of leave - Copy of duly accomplished turn-over of accountabilities to immediate supervisor 			
Output Document:	Regional Clearance			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> - Staff requesting Travel Abroad on Personal Expense Staff with application for leave of 30 days or more. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of duly accomplished turn-over of accountabilities to immediate supervisor		Staff		
Duly accomplished Application for Leave (CSC Form No.6) in case of 30 days or more of leave		Downloaded via www.csc.gov.ph		
Request Letter		Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit a copy of request letter (letter must be stamped at the Records Section and approved by the Regional Director), duly accomplished application for leave and turn-over of accountabilities to immediate supervisor. <i>Note: Turn-over documents must be received by the immediate supervisor or the staff who is assigned to care for the returned documents/ equipment/ supplies.</i>	1. Receive and endorse the request documents to the Personnel Administration Section (PAS)	None	Within the day of receipt	Secretary, Human Resource Management and Development Division (HRMDD)

	1.1. Remaining leave credits will be reflected in the Application for Leave form, item 7.a (Certification of Leave Credits).	None	Upon receipt of the documents	Human Resource Officer
	1.2. Completeness of documents will be checked. Once all are complete, Regional Clearance Form will be filled up by inputting information pertaining to the staff.	None	Upon receipt of the documents	Human Resource Officer
	1.3. Print three (3) copies of the Regional Clearance Form	None	Immediately after input of staff's information	Human Resource Officer
	1.4. Make sure the form bears correct information and that the employee have signed all forms. Note: Countercheck reflected information in the printed clearance form and affix his/ her signature once all are correct.	None	3 – 5 minutes	Personnel Administration Section (PAS) staff
	1.5. Forward the documents to the OIC Chief of HRMDD to certify on item 7.a (Certification of Leave Credits) of the Application for Leave form	None	3 – 5 minutes	Human Resource Officer

	1.6.	Certify item 7.a (Certification of Leave Credits) of the Application for Leave form	None	3 – 5 minutes	OIC Chief, HRMDD
	1.7.	Forward the clearance form with attached documents to the concerned program, section and/ or division for the signatures under item II	None	2-3 minutes	Secretary, HRMDD
	1.8.	Concerned focal person under item II (Clearance From Work-Related Accountabilities) of the form will check on turn-over documents and affixes his/her signature once found to be complete. Note: He/ she will also act on item 7.b (Recommendation) of the Application for Leave form.		Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal Person as specified in Item II of the Regional Clearance Form and item 7.b of the Application for Leave form.
	1.9.	Forward the clearance form and attached documents to the next signatory under item III	None	2-3 minutes	Respective Division Secretary
	1.10.	Clearance form and attached documents will go through the following signatories under item III: - Property and Supply Section - General Services	None	For the entire item III: Within 2-3 day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal persons as specified in the Regional in Item III of the Clearance Form

	<p>Section</p> <ul style="list-style-type: none"> - SWEAP - MBA - Reg'l Learning Resource Center - Accounting Section - Cash Section - Payroll and Remittance Services <p>Note: The focal person in the abovementioned sub-items will assess the turnover documents of the concerned staff, check appropriate box (cleared or not cleared) and affix his/ her signature on the space provided. He/ she will then forward the form to the next Focal Person.</p>			
	<p>1.11. Clearance form with attachments will be forwarded to item IV (Certification of No Pending Administrative Case) where the focal person will check on whether staff have pending case or ongoing investigation (if any), check whether staff is cleared or not cleared and affix his/ her signature on the space provided.</p> <p>Note: Since the approving authority for the Application for Leave is the same person who signs item IV of the</p>	None	Within the day of receipt (depending on the availability of the Focal Person and completeness of turn-overs)	Focal person as specified in the Regional in Item IV of the Clearance Form

	Clearance form, he simultaneously signs both forms at this point.			
	1.12. Forward the clearance form and all attached documents to the Office of the Regional Director (last signatory under item V - Certification)	None	2-3 minutes	Respective Division Secretary
	1.13. The Regional Director will sign under Item V (Certification) of the Regional Clearance form.	None	Within 1-2 working days (depending on the availability of the Certifying Authority)	Regional Director as the Certifying Authority
	1.14. The signed Regional Clearance and all attached documents will be forwarded to the Personnel Administration Section.	None	2-3 minutes	Secretary, Office of the Regional Director
2. Receive the duly signed and accomplished Clearance	2.1. Issue signed Regional Clearance to the requesting staff. Note: The remaining copies of the clearance will be attached to staff's last salary and will form part of his 201 file.	None	Within the day of receipt (depending on the availability of the requesting staff)	Personnel Administration Section (PAS) staff-in-charge
TOTAL			7 working days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph

How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with HRPPMS • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>

DSWD FIELD OFFICE 3

Internal Services

1. PROCUREMENT MANAGEMENT SERVICE

The Procurement Management Service is responsible for ensuring the efficient, effective, and timely provision of goods and non-consuming services, contracting for infrastructure projects, and consulting services to support the DSWD in attaining its vision and mission. It shall lead all activities of the DSWD pertaining to procurement planning, purchasing, and contract management and monitoring.

Office or Division:	Bids and Awards Committee Secretariat (BACSec)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may Avail:	Bidder/Supplier, Contractor/Consultant and Service Provider			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Bidding Document		Bids and Awards Committee Secretariat		
Official Receipt issued by DSWD Cash Div.				
Checklist of Eligibility and Technical Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement Section to endorse the Purchase Request (PR) including the supporting to the Bids and Awards Committee (BAC) thru its Secretariat.	1. Conduct of Pre-Procurement Conference	None	2 days	Admin. Assistant II BAC Secretariat
	1.1. Check the completeness of the document being endorsed.			
	1.2. Review the PR and its supporting documents (correctness).	None	10 minutes	Admin. Assistant II BAC Secretariat
	1.3. Prepare the necessary documents for the conduct of pre-procurement conference.	None	1 hour	Admin. Assistant II BAC Secretariat
	1.4. Actual conduct of Pre-	None	1 hour	Admin. Officer V Admin.

	Procurement conference. BACSEC Head moderates the conduct of the Pre-Procurement Conference			Assistant II BAC Secretariat
2. Representative from the end-user who have the knowledge on the procurement at hand needs to be present during Pre-Procurement Conference to respond to the query, clarification, issues and concern by the BAC Members and Secretariat.	2.1 Raise clarification, issues and concern regarding the procurement at hand prior to posting.	None		Admin. Assistant II BAC Secretariat
	2.2 Record/ document the proceedings and agreements made during the Pre-procurement conference.	None	1 hour	Admin. Assistant II BAC Secretariat
3. Sign in the attendance sheet	3.1 Route the attendance sheet to all present during the activity.	None	10 minutes	Admin. Assistant II BAC Secretariat
4. Prospective bidder/supplier, contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board	4. Posting of Procurement Opportunities 64 4.1 Update the content of the Bid Docs based on the agreements during the Pre-Procurement Conference	None	10 minutes	Admin. Assistant II BAC Secretariat

(conspicuous place)				
	4.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.	None	10 minutes	<i>Admin. Assistant II BAC Secretariat</i>
	4.3 Forward the ITB to the BAC Chairperson for his/her signature.	None	3 minutes	<i>Admin. Assistant II BAC Secretariat</i>
	4.4 Scan the signed ITB.	None	3 minutes	<i>Admin. Assistant II BAC Secretariat</i>
	4.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD ⁶⁵ website. While the hard copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).	None	15 minutes	<i>Admin. Assistant II Admin. Assistant I BAC Secretariat</i>
5. Submit the Official Receipt issued by the DSWD Cash Section to the	5. Sale of Bidding Document 5.1 Check the			
		*Cost of	3 minutes	<i>Admin.</i>

BACSEC office	Official Receipt (OR) issued by the DSWD Cash Section to the prospective bidder/supplier, contractor/consultant/service provider.	Bidding Document		Assistant II BAC Secretariat
	5.2 Ensure that the amount in the receipt is the appropriate cost of the BD.	None	3 minutes	Admin. Assistant II BAC Secretariat
	5.3 Photocopy the OR and return the original copy to the prospective bidder/supplier, contractor/consultant/service provider.	None	2 minutes	Admin. Assistant II BAC Secretariat
	5.4 Print the BD.	None	10 minutes	Admin. Assistant II BAC Secretariat
	5.5 Package the BD.	None	2 minutes	Admin. Assistant II BAC Secretariat
6. Log in the "Issuance of Bidding Documents". Indicate the name of the bidder's representative securing the BD, company name, office address, email address and complete contact details	6.1 Secure the contact details of the prospective bidder/supplier, contractor/consultant, service provider.	None	3 Minutes	Admin. Assistant II BAC Secretariat
7. Sending of Invitation to Observers	7.1 Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the	None	30 minutes	Admin. Assistant II BAC Secretariat

	actual activity to be signed by BAC Chairperson.			
	7.2 Forward the Notice to the BAC Chairperson for his/her signature.	None	3 minutes	<i>Admin. Assistant II</i> BAC Secretariat
	7.3 Send thru electronic mail (email) a copy of the Notice to the Observers.	None	15 minutes	<i>Admin. Assistant II</i> BAC Secretariat
8. Attend the Pre-Bid Conference. -Arrive on time to the venue specified in the ITB. -Sign in the "Attendance Sheet".	8.1 Request all prospective bidders to sign in the "Attendance Sheet" for documentation purposes and be acknowledged by the BAC Chairperson.	None	10 minutes	<i>Admin. Assistant II</i> BAC Secretariat
9. Raise clarification, issues and concerns on the procurement at hand.	9.1 Actual conduct of Pre-Bid Conference -Respond to the clarification, issues and concerns raised by the prospective bidder/supplier, contractor/ consultant, service provider regarding the procurement at hand. Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat)	None	1 hour	<i>Admin. Assistant II</i> BAC Secretariat

	through a Supplemental/ Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.			
10.Awarded Lowest Calculated and Responsive Bidder (LCRB)/Single Lowest Calculated and Responsive Bidder (SCRB) to acknowledge receipt of the NOA.	10. Signing of Notice of Award 10.1 Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.	None	15 minutes	<i>Admin. Assistant II</i> BAC Secretariat
	10.2 Endorse three (2) copies of the NOA to the office of the HOPE for his/her signature.	None	1 day	<i>Admin. Assistant II</i> BAC Secretariat
11.Awarded LCRB will personally appear at the Bids and Awards Committee Secretariat (BACSEC) office to sign the original copy of the Notice of Award and submit the Performance Bond.	11.1 Inform NOA to the awarded LCRB/SCRB.	None	1 day	<i>Admin. Assistant II</i> BAC Secretariat

	11.2 Once acknowledged , awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to DSWD PMS.	None	1 day	<i>Admin. Assistant II</i> BAC Secretariat
TOTAL		*Cost of Bidding Document	5 days 6 hours 37 minutes	

*Note: Cost of Bidding Document varies from case to case based on the Approved Budget for the Contract (ABC), to wit:

ABC	Cost of Bidding Document
500,000 and below	Php 500.00
More than 500,000 up to 1,000,000	Php 1,000.00
More than 1,000,000 up to 5,000,000	Php 5,000.00
More than 5,000,000 up to 10,000,000	Php 10,000.00
More than 10,000,000 up to 50,000,000	Php 25,000.00
More than 50 Million up to 500,000,000	Php 50,000.00
More than 500,000,000	Php 75,000.00

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of the approved Notice of Award and Notice to Proceed, DSWD Personnel would initiate its signing and provide a copy for the winning bidder
How feedbacks are processed	Signed Notice of Award and Notice to Proceed would be uploaded in the PHILGEPS database and website for information to all
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Reply letter shall be converted into a BAC Reso which would be approved by the BAC for formality purposes
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

2. REFUND OF RETENTION MONEY (AS WARRANTY) AND PERFORMANCE SECURITY

The Procurement Management Service issues a Refund of Retention Money and Performance Security as a form of warranty in order to assure that manufacturing defects shall be corrected by the supplier.

Office or Division:	Bids and Awards Committee Secretariat (BACSec)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may Avail:	Supplier/Service Provider			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter-Request for refund		Supplier/Service Provider		
Official receipt or proof posting or actual deduction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request for refund of Retention Money or Performance Security and Provide copy of Official Receipt as proof of posting	1.1 Receive the letter-request for refund and verify status of contract as to relevant periods and completion of contract	None	15 minutes	Admin. Assistant II BAC Secretariat
2. Submission of Performance Security or Retention Money to the Accounting/Cash Section	2.1 Performance Security 2.1.1 Prepare communication/ Disbursement Voucher (DV) to Cash and Accounting Section to facilitate refund	None	15 minutes	Project Development Officer II General Services Section
	2.1.2 Prepare DV to Accounting Section for review if compliant/non-compliant	None	15 minutes	Project Development Officer II General Services Section
	2.2 Retention Money 2.2.1 Forward DV	None 71	15 minutes	Administrative Officer II Cash Section

	to Cash Section for preparation of retention money cheque if compliant upon review of Accounting Section			
	TOTAL	None	1 hour	

Under normal circumstances, the BAC Secretariat, with the Cash Section staff, can process a total of one (1) refund of retention money (as warranty) and performance security in one (1) day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon processing of refund, the Procuring Entity is requested to accomplish the Feedback Survey Form to be given by the BAC Secretariat
How feedbacks are processed	Accomplished survey form is consolidated on a quarterly basis
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be evaluated and preparation of Disbursement Voucher would be accomplished to be submitted to Accounting Section for processing
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

3. PROCESS REQUEST FOR RELIEF FROM PROPERTY ACCOUNTABILITY OF LOST, DAMAGED, STOLEN EQUIPMENT

The Administrative Support Division - Property and Records Unit facilitates and assists the Accountable Officer on their request for relief from property accountability in case of loss or damages of equipment to Commission on Audit.

Office or Division:	Property, Asset and Supply Section (PASS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government

Who may Avail:		All Accountable Officer of DSWD FO III		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) form		PASS		
Notice of Loss to COA		Accountable Officer		
Incident Report to Head of Office and PASS		Accountable Officer		
Affidavit of Lost		Accountable Officer		
Affidavit of Lost of two (2) disinterested persons		Two (2) persons cognizant of the facts and circumstances about the loss		
Copy of Property Accountability Receipt / Inventory Custodian Slip		PASS		
Certification from concerned competent authority as to the destruction brought by calamity and/or insurgency		Police/Fire/Chief/Provincial Governor/Mayor or other competent authority		
Request for Relief from Property Accountability to COA		Accountable Officer		
Comment / Recommendation of the Regional Director		Office of the Regional Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notarized RLSDDP form to COA within 72 hours upon discovery of loss together with Notice of Loss, copy furnished PASS and Office of the Regional Director.	1. Acknowledge receipt of RLSDDP and Notice of loss and notify the Accountable Officer on the documentary requirements to request for relief from property accountability	None	30 Minutes	<i>Administrative Officer IV</i> PASS
2. Submit an application for relief of accountability to the COA Auditor and provides all supporting documents as required within 30 days.	2. Endorsed the incident report together with other supporting documents required by COA and the recommendation from the Regional Director	None	1 Hour	<i>Administrative Officer IV</i> PASS
	2.1 Receives decision of COA whether	None	30 Minutes	<i>Administrative Assistant II</i> PASS

	to be relieve from property accountability or require to pay the depreciated money value or replacement of unit with same or higher technical specifications.			
3. Receive the decision from COA	3. Implement the decision from COA and requires the Accountable Officer to take appropriate action based on the decision.	None	1 Hour	Administrative Officer IV PASS
	3.1 Provide the Accounting Section a copy of the decision of the COA to set up appropriate entry. 74	None	30 Minutes	Administrative Officer III, Administrative Officer I PASS
4. In case of payment of depreciated money value, the Accountable Officer will forward a formal request addressed to the Regional Director.	4. Provide the Accounting Section information needed for the computation of the depreciated money value.	None	1 Hour	Administrative Officer III, Administrative Officer I PASS
5. In case of replacement, the Accountable Officer may opt to submit a letter request the Regional Director to replace the item with same or higher specs	5. Endorse the request to COA for assessment of their Technical Staff	None	1 Hour	Administrative Officer IV PASS
6. Settlement of Accountable Staff	6. Provides Accounting	None	30 Minutes	Administrative Officer III,

	Section documents for dropping in the Book of Accounts			<i>Administrative Officer / PASS</i>
	Total	None	6 Hours	

Under normal circumstances, the PASS staff can facilitate one (1) request for relief of accountability for the lost, damaged, stolen equipment in one (1) day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of the copy of the Notice of Loss and Notarized Report of Loss, Stolen, Destroyed or Damaged Properties (RLSDDP) Form, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Property, Asset and Supply Section (PASS).
How feedbacks are processed	The Inventory Committee will conduct investigation and data gathering on the reported case and make a written feedback to the regional director which will be the basis for the recommendation to be forwarded to COA to relieve or not from the property accountability of the accountable staff.
How to file a complaint	Feedback report on the investigation will be forwarded to the Regional Director.
How complaints are processed	Complaint letter shall be forwarded to the concerned Accountable Staff to address the concern.
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

4. ISSUANCE OF GATE PASS

Gate passes are issued to authorized staff concerning properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, and/or for properties that are to be disposed through sale/transfer/other mode of disposition.

Office or Division:	Administrative Service – Property, Asset and Supply Section (PASS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may Avail:		Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials b. DSWD service providers		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Gate Pass Application Form		PASS		
Duly accomplished Equipment Borrower Slip/ printed email or printed screen shot of message from accountable person authorizing the borrower to bring the property outside of the office.		Accountable Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application for gate pass with attachments and present to PASS for verification	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented and indicate Control Number	None	10 Minutes	<i>Administrative Assistant II</i> PASS
	1.1 Approve Gate Pass	None	5 Minutes	<i>Administrative Officer V</i> Administrative Division Office
	1.2 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer	None	5 Minutes	<i>Administrative Assistant II</i> PASS

	c. Triplicate – PASS copy			
2. Present the property together with the duplicate copy of the approved Gate Pass to the security guard	2. Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass	None	10 Minutes	<i>Security Guard</i> DSWD FO III
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	3. Validate returned property vis-à-vis signed duplicate copy of gate pass. 3.1 Upon presenting the returned property, the Security Guard must fill up the remarks form on the gate pass and affix his signature.	None	10 Minutes	<i>Security Guard</i> DSWD FO III
	3.2 Surrender original copy of gate pass to PASS	None	5 Minutes	<i>Security Guard</i> DSWD FO III
	3.3 File gate pass for safe keeping and future reference	None	5 Minutes	<i>Administrative Assistant II,</i> <i>Administrative Officer I</i> PASS
	TOTAL	None	50 Minutes	

Under normal circumstances, Ms. Regine Paz Muldong (AA II) and Ms. Nelly Galvez (AO I) can receive and review 32 gate pass applications as to completeness and accuracy of information including signatures of appropriate accountable officers.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of the application form of gate Pass Form, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Property, Asset and Supply Section.
How feedbacks are processed	Accomplished customer survey form. PASS will conduct validation from the security guard if the property brought outside the DSWD

	premises was brought back by the staff allowed to take the item outside of the DSWD premises.
How to file a complaint	Feedback report on the investigation will be forwarded to the Regional Director.
How complaints are processed	Complaint letter shall be forwarded to the concerned Accountable Staff to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

5. REQUEST FOR REPAIR OF EQUIPMENT (STILL UNDER WARRANTY)

The Warranty period covers repairs to correct any unit defects related to materials or workmanship existing at the time of purchase. All requests must be approved prior to any work being performed during the Warranty Period.

Office or Division:	Contract Monitoring Division			
Classification:	Simple			
Type of Transaction:	Govt to Client (internal)			
Who may Avail:	End-User/OBSU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Technical Assistance Report, Pre-Repair Inspection Report, Warranty Certificate		ICTMS		
PAR, PO, Delivery Receipt		PASS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from end-user for repair of item still under warranty	1.1 Check documents to validate date of coverage on warranty certificate vis-à-vis procurement documents	None	1 Hour	Administrative Officer III, Administrative Officer I PASS
	1.2 Secure assessment report from the	None	1 Hour	Administrative Officer III, Administrative

	ICTMS on the physical condition of the property			<i>Officer I PASS</i>
	1.3 Coordinate with Supplier exact schedule of Pull-Out of malfunctioning equipment	None	1 Day	<i>Administrative Officer III, Administrative Officer I PASS</i>
	1.4 Prepares gate Pass for the supplier to pull out the property and facilitates approval from the Div Chief. 1.5 Security Guard to check/verify the property vis-à-vis the gate pass form.	None	30 Minutes	<i>Administrative Assistant II, Administrative Officer V Administrative Division Office</i> <i>Security Guard DSWD FO III</i>
	1.6 Request ICTMS to assess/check the property returned by the Supplier and returned to the end user	None	2 Hours	<i>Administrative Assistant II PASS</i> <i>Information Technology Officer I ICTMS</i>
Receive the property returned by the supplier from the PASS	1.7.2.1 Release/issue the property to the end-user	None	30 Minutes	<i>Administrative Assistant II PASS</i>
	TOTAL	None	1 Day 5 Hours	

Under normal conditions/circumstances, the PASS staff can facilitate one (1) request of repair of equipment/furniture under warranty period for one (1) day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of the request for repair of properties under warranty period, the staff-in-charge on properties, a Customer Satisfaction Survey Form will be given to the client staff of the Property, Asset and Supply Section (PASS).
How feedbacks are processed	Accomplished customer Satisfaction survey form. PASS with request the ICTMS for an assessment on the physical condition of the property and the end user on handling the property and if still cover by the warranty period.

How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned office, Contract Monitoring Office. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

6. DISPOSAL OF UNSERVICEABLE PROPERTIES

This covers the disposal of surrendered, unserviceable and obsolete properties through public bidding in accordance with the rules and regulations of the Commission on Audit.

Office or Division:	Property, Asset and Supply Section (PASS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Registered Junk Shop Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Photo copy of Identification Card of Bidder and his/her representative		Concerned company/Government Office		
Copy of Business/Mayor's Permit		Municipal/City Hall where the business is registered		
Property Accomplished Bid Form		PASS Office		
Submit Bid bond of at least 10% of the total Bid Offer		Respective fund of the bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspect unserviceable properties and waste materials for disposal	1. Assist bidder during ocular inspection of the unserviceable properties and waste materials for disposal	None	1 Hour	Administrative Officer III, Administrative Officer I PASS
2. Extract approved Invitation to Bid (ITB) from DSWD	2. Issue copy of approved Bid Form for 81	None	5 Minutes	Administrative Officer III PASS

Website or request for a copy	accomplishment of interested bidder			
3. Accomplish bid form, and seal in an envelope with enclosed requirements as stated in the bid form and submit to PASS Office not later than the time and date indicated in the Invitation to Bid (ITB) (not less than 7 days upon posting/ publication of the ITB.	3. Mark and record sealed bid submitted by the participating bidder not later than the time and date indicated in the ITB	None	5 Minutes	<i>Administrative Officer III, Administrative Officer I PASS</i>
4. Participate in the conduct of bidding	4. Conduct of Bidding	None	2 Hours	<i>PDAC Members, Observers, Technical Staff RPDAC Secretariat</i>
	4.1 Return the enclosed bid bond to the non-winning bidder	None	15 Minutes	<i>Administrative Officer III, Administrative Officer I PASS</i>
	4.2 Issue notice of award to the winning bidder within 3 days after the conduct of bidding	None	15 Minutes	<i>Administrative Officer III, Administrative Officer I PASS</i>
	4.3 Prepare request for issuance of order of payment from Accounting Section for the enclosed 10% bid bond of the winning bidder.	None	10 Minutes	<i>Administrative Officer III, Administrative Officer I PASS</i>
	4.4 Assist winning bidder to the Cash Section for the issuance of DSWD Official Receipt	At least 10% of the bid offer	15 Minutes	<i>Administrative Officer III, Administrative Officer I PASS</i>

	(OR) for the enclosed bid bond of the winning bidder.			
5. Coordinate to RPDAC Secretariat for the settlement of the remaining balance of the bid offer for the disposed property/ies and waste/scrap materials within five (5) working days from the date of the notice of award	5. Prepare request for issuance of order of payment from the Accounting Section for the full settlement of the disposed property/ies and waste/scrap materials by winning bidder	None	15 Minutes	Administrative Officer III, Administrative Officer I PASS
	5.1 Assist winning bidder to the Cash Section to settle full payment of the disposed properties and waste/scrap materials and for the issuance of DSWD OR	Full settlement of the bid offer	15 Minutes	Administrative Officer III, Administrative Officer I PASS
6. Provide copy of OR to RPDAC Secretariat and Coordinate schedule of claiming/hauling of award	6. Ensure that the coordinated schedule is during official government working hours and not more than 30 days after the award. 6.1 Once scheduled prepare invitation to COA/IAS to witness the scheduled claiming/hauling of award.	None	15 Minutes	Administrative Officer III Property, Asset and Supply Section (PASS) Administrative Officer I Property, Asset and Supply Section (PASS) RPDAC Members and COA representative DSWD FO III MAA II

				IAS
7. Claiming/ hauling of Award	7. Assist the winning bidder in claiming/ hauling of disposed unserviceable properties and waste materials with duly accomplished Gate Pass	None	5days	Administrative Officer III, Administrative Officer I PASS Representatives COA/IAU
	TOTAL	Total Bid Offer*	5 Days 4 Hours 50 Minutes	

*Total Bid Offer varies from case to case.

In five (5) days, four (4) hours and 50 min, under normal circumstances, the whole cycle of actual bidding process of sale of unserviceable properties for disposal can be completed.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of Invitation to Bid for the disposal of unserviceable properties, the bidders are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the PASS.
How feedbacks are processed	Accomplished the customer survey form and check the concerns stated in the survey form and if the bidders found not eligible to join in the bidding process due to non-compliant to BIDDING RULES AND INSTRUCTIONS TO BIDDERS but was included due to negligence of staff the RPDAC will conduct investigation regarding the complaint of the bidders and identify plans and actions against the staff.
How to file a complaint	Bidders may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division or Chairperson of the Property Disposal and Awards Committee.
How complaints are processed	<p>The RPDAC Committee will open the complaints letter and upon evaluation, the committee shall start the investigation and forward the complaint to the Division Chief of the Administrative Division or Chairperson of the RPDAC and call the attention of the staff being complained and to request for the explanation/justification from the concerned staff. 84</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the RPDAC Office within 3 days upon receipt of the complaint.</p>
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

	CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128
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7. ISSUANCE OF OFFICE/ TRAINING SUPPLIES

The Property, Asset and Supply Section facilitate the request for office or training supplies on stockpile.

Office or Division:		Administrative Support Division		
Classification:		Simple		
Type of Transaction:		G2G (Government-to-Government)		
Who may Avail:		All Field Offices Employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Property Asset and Supply Section (PASS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requisition and Issue Slip (RIS) Form of office or training supplies and submits to PASS.	1. Receive and review the request as to correctness and completeness of details and check the availability of the items.	None	10 Minutes	<i>Administrative Assistant II</i> PASS
	1.1. Number the Request and Issue Slip Form.	None	10 Minutes	<i>Administrative Assistant II,</i> <i>Administrative Officer IV</i> PASS
	1.2. Review the RIS as to stocks vis-à-vis request of items and affix initial in the name of the Admin. Division Chief.	None 85	10 Minutes	<i>Administrative Officer IV</i> PASS <i>Administrative Officer V</i> Administrative Division Office
2. Submit Requisition and Issue Slip (RIS) at Admin. Chief Office for Approval.	2. Receives Approved Requisition and Issue Slip.	None	10 Minutes	<i>Administrative Assistant II</i> PASS

	2.1 Issue the requested office or training supplies to concerned staff or division	None	10 Minutes	<i>Administrative Assistant II</i> PASS
3. Receive the requested office or training supplies	3.1 Issue the requested office or training supplies	None	30 min	<i>Administrative Assistant II</i> PASS
	TOTAL	None	5 Hours 30 Minutes	

Under normal circumstances, 24 RIS can be reviewed in a day as to completeness, accuracy of entry and number of quantities requested and checking of available items on the stockpile along with other tasks. Other Staff of the Section can facilitate delivery of requested supplies up to twenty-four (24) request in a day to complete the transactions on the delivery of supplies to end users.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon receipt of the requested office/training materials, the Designated Supply Officer will be requested to accomplish the Satisfaction Survey Form to be given by the receiving clerk of the PASS.
How feedbacks are processed	Accomplished the customer satisfaction survey form. PASS Head will conduct evaluation regarding the concerns indicated in the Satisfaction Survey Form and identify plans and actions that must recommended for to address the complaint.
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division.
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

8. PROCESSING REQUEST FOR CATERING

The Administrative Support Division - Budget Unit facilitates request for meal catering during the conduct of Inter-Office Meetings with external partners and other OBSUs.

Office or Division:	Procurement Section
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Classification:	Complex			
Type of Transaction:	Government to Client			
Who may Avail:	End-User/Concern Office			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Purchase Request Approved Project Proposal Certified true copy of approved PPMP		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR to Procurement Section	1.1 Receive and review the request as to completeness of signatories and basic supporting documents of the Division concerned	None	10 Minutes	AA II Procurement Section
	1.2 Prepare/ Review/ Sign RFQs & Canvass Form	None	30 Minutes	Adm. Asst. I, ADA I, CDA II Procurement Section
	1.3 Conduct Canvass & Obtain quotations from prospective suppliers	None	3 Days	MRB, AA II Procurement Section
	1.4 Prepare/ Review/ Sign Request for Deliberation of Abstract of Canvass of Bids for submission to BAC Secretariat	None	10 Minutes	AO IV Procurement Section
	1.5 Prepare Purchase Order based on the approved Abstract of Canvass of Bids & transmit to End-User to facilitate approval.	None	30 Minutes	Adm. Asst. I, ADA I, CDA II Procurement Section
	1.6 Serve approved PO to Suppliers/Service Provider for conforme.	None	1 Day	Adm. Asst. I, ADA I, CDA II Procurement Section
	1.7 Submit one copy to COA &	None	5 Minutes	AA II Procurement

	BAC			Section
	1.8 Attach all supporting documents & facilitates payment	None	5 Days	<i>End-User</i>
	TOTAL	None	9 days 1 hour 25 minutes	

Under normal circumstances, Keilyn Joy Baltazar can receive 21 approved PRs and review completeness of signatures and supporting documents along with her other tasks in a day. While other staff facilitates preparation of RFQs and Canvass Form of all 21 reviewed PRs, conduct of canvass and obtaining of quotations up to the last process.

At the FO level, we are conducting canvass outside for catering services provider. The DSWD-SWEAP MPC, FO III employees' cooperative is restricted to participate in government procurement due to conflict of interest. Per GPPB Circular 09-2017 dated July 31, 2017 entitled "Government Employees' Cooperative Participation in Government Procurement" item no. 5 section 5.5 "Accordingly, government employees' cooperative participation in government procurement, especially within their own respective agencies, is restricted by reason of presence of conflict of interest, which shall be determined by the BAC of the procuring Entity taking into consideration the surrounding circumstances and applying the relevant provisions of the 2016 Revised IRR of RA 9184, the PBDs, RA 6713 and other applicable rules".

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the approved Purchase Request for Catering, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Procurement Section.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

9. PROCESSING OF PAYMENT/TERMINATION OF CONTRACT

The Supplier/Service Provider is entitled to receive their payment for the delivered goods or services rendered as provided for in the contract/Purchase Order once they have fully complied with their obligations. Payment shall be processed accordingly based on submitted documentary requirements.

Office or Division:	Contract Monitoring Unit			
Classification:	Complex			
Type of Transaction:	Govt to Client			
Who may Avail:	Supplier/Service Provider			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Delivery Receipts, Sales Invoice		89 Supplier/Service Provider		
Billing Statement/Statement of Account				
Certification of Services Rendered		End-User/Concern Office		
Attendance Sheet, Distribution List, ICS Inspection Report, Final Acceptance		PASS, Inspection Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Sales Invoice, Billing Statement or Statement of Accounts	1.1 Receive Sales Invoice, Billing/ Statement of Account	None	30 Minutes	AA // Procurement Section
2. Provide bank details for LDDAP-ADA	2.1 Ensure that bank info relayed to Accounting Section for Book up	None	30 Minutes	AA // Procurement Section
	2.1 Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher	None	5 Days	AA // Procurement Section
	2.2 Prepare Disbursement Voucher for Payment	None	1 day	AA // Procurement Section
	TOTAL	None	6 Days 1 Hour	

Under normal circumstances, Mark Angelo Basilio (AA II) and Christian Bansil (AA II) can each receive one (1) Sales Invoice, Billing/Statement of Account in a day upon complete delivery of services. Bank details of the Service provider can be forwarded to the Accounting on the same day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the Processing of Payment/Termination of Contract, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Procurement Section.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. 90 Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

10. APPROVAL OF PURCHASE REQUEST

Purchase Request (PR) is a form used for purchasing goods and services if the item/s requested is/are not available on stock of the Department's Supply Section. It shall be prepared by the requesting office/ end-user. It shall have a brief description of the item/ service being requested, quantity, unit cost per unit, total cost, signature, printed name and designation of the Head of Office as the requestor, signature, printed name and designation of the approving authority. Approved PR shall be the basis for processing the procurement.

Office or Division:	Procurement Section (PS)
Classification:	Simple
Type of Transaction:	Government-to-Client
Who may Avail:	DSWD Offices

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
All PR must be submitted in two (2) copies signed by the Head of the Office indicating complete technical specifications of the item/services requested, and with a certified true copy of approved PPMP.	Submit to Procurement Section
Other requirements as to category and/or applicable procurement method:	
For Lease of Real Property and Venue: 1. Approved Project Proposal; 2. Justification for the lease of privately-owned facilities; 3. Rating Factors;	Requesting Office Requesting Office Requesting Office
For Catering Services: 1. Approved Project Proposal	Requesting Office
For Bus/Van Rental: 1. Approved Project Proposal 2. Certification of unavailability of vehicle	Requesting Office AD-GSS
For Common Supplies: 1. Inventory of Supplies 2. Distribution List approved by the Regional Director	Requesting Office Requesting Office
For ICT Equipment: 1. Technical Assistance (TA) Report from Information and Communication Technology Management Service (ICTMS); 2. Approved Information Systems Strategic Plan (ISSP)	ICTMS ICTMS
For Semi-expendable items: 1. Signature and printed name of accountable employee/official to be issued PAR or ICS	Requesting Office
For Construction Supplies: 1. Technical Assistance (TA) Report from AD-GSS indicating list of materials with estimated cost. 2. Project proposal with approved drawings/Plans	AD-GSS
For Printing/Advocacy Materials: 1. Approved Project Proposal, Layout/drawings signed by SMU;	Requesting Office Requesting Office and SMU
For Repair of Office Equipment: 1. Pre-repair Inspection Report, 2. TA from expert office: 2.1 ICT equipment, 2.2 Building, ground maintenance devices, furniture and fixtures, air	Inspection Committee Inspection Committee ICTMS AD-GSS

conditioning units, etc, 3. Diagnostic Report/ recommendation from the authorized Service Provider, 4. Copy of PAR;	Service Provider 92 Requesting Office/PASS
For Repair of Vehicle: 1. Maintenance History, Job Order Slip, Pre-repair Inspection Report; 2. Certification of Wear and Tear; 3. Certification/Justification that the authorized service center will conduct the maintenance check-up (for kilometer check-up)	AD-GSS (Transportation Unit) Inspection Committee
Consulting Services (Firm) (Note: "consulting services" is the proper term to use, in accordance with Section 5 of RA9184 & its IRR) 1. Approved Project Proposal; 2. Approved Terms of Reference (TOR) indicating the Scope of Work, Delivery and Payment Schedule, required qualification and evaluation criteria and rating for shortlisting, other relevant information, Technical Evaluation Criteria and Rating Note: Must indicate if Quality-Based Evaluation Procedure (QBE) or Quality-Cost Based Evaluation Procedure (QCBE) will be adopted.	Requesting Office Requesting Office
Consulting Services (Individual) 1. Approved Project Proposal, 2. Approved TOR indicating Scope of Work, Delivery and Payment Schedule, required qualification and evaluation criteria and rating	Requesting Office Requesting Office
Consult Services (Highly Technical): 1. Approved project proposal, 2. Approved TOR indicating Scope of Work 3. Delivery Payment Schedule and qualifications; 4. Justification on the engagement of the individual in accordance with the conditions set forth for HTC; 5. Comprehensive Curriculum Vitae of the Highly Technical Consultant (HTC); and 6. Expression of Interest	Requesting Office Requesting Office Requesting Office Consultant Consultant

Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR).		AD-GSS		
Agency-to-Agency (A-to-A) Procurement: 1. Justification that entering into A-to-A is more efficient and economical, 2. Cost Benefit Analysis, 3. Mandate of the Agency 4. Terms of Reference (for Consulting Service) 5. Certification that Servicing Agency has the a. absorptive capacity to undertake the project, b. owns or has access to the necessary tools and equipment required for the project		Requesting Office Requesting Office Requesting Office Requesting Office Servicing Agency		
Direct Contracting: 1. Certified True Copy of Certification of Exclusivity; 2. Updated Price Quotation		Service Provider Requesting Office		
Emergency Cases: 1. Justification on the use of Emergency Cases procurement method		Head of Office		
Additional Requirement for Competitive Bidding:				
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>); 6. Project Procurement Management Plan (PPMP)		DBM DBM AD-GSS Requesting Office		
Infrastructure Projects - Construction of Building: 1. Building Permit and Right of Way, 2. Soil Testing Result 3. Program of Works; 4. Bill of Quantities; 5. Approved Drawings; 6. Project Procurement Management Plan (PPMP)		Municipal Office AD-GSS (Rowena Ravago) AD-GSS (Rowena Ravago)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR to PS Receiving	1.1 Check completeness of	None	30 minutes	AA II Adm. Asst. I,

Officer	signatories and basic supporting documents;			ADA I, CDA II Procurement Section
	1.2 If found complete, fill-up PR number;	None	10 minutes	AA II Procurement Section
	1.3 Record in the logbook and and encode in the Procurement Monitoring report Database;	None	10 minutes	AA II Procurement Section
	1.4 Arrange in the "For Assignment of PS Procurement Officer" Folder	None	3 minutes	Adm. Asst. I, ADA I, CDA II Procurement Section
	1.5 Update eBTMS and refer to assigned Procurement Staff	None	10 minutes	Adm. Aide IV Procurement Section
	1.6 Sign the PR (requesting office)	None	1 day	ARDO/ARDA Office of the Assistant Regional Directors
	1.7 Update PMR and endorse to Budget Division	None	15 minutes	CDA II Procurement Section
	1.8 Check inclusion in the Concern Office' WFP and Obligate Funds	None	30 minutes	AO V Budget Section
	1.9 Approval of PR	None	1 day	Regional Director Office of the Regional Director
	TOTAL 95	None	2 days 1 hour 48 minutes	

Under normal circumstances, Procurement staff can check the completeness of signatories and basic supporting documents of 21 PRs along with their other tasks in a day.

FEEDBACK AND COMPLAINTS MECHANISM

How to send	Upon received of the Approval of the Purchase Request, DSWD
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feedback	personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Procurement Section.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

11. SENDING-OUT REQUEST FOR QUOTATION (RFQ) TO SUPPLIER/SERVICE PROVIDER (FUNCTION)

The Procurement Section (PS) shall send the RFQs to at least three (3) suppliers/service provider of known qualification.

Office or Division:	Procurement Section (PS)			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Business			
Who may Avail:	Procurement Section (PS) and Supplier/Service Provider/Consultant/Contractor			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request for Quotation (RFQ);		96 OBSU		
Proof of Posting at the PhilGEPS and DSWD Website (<i>for ABC >50,000.00</i>)		Bids and Awards Committee Secretariat (BACSec)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PS to send RFQ to Supplier/Service Provider	1. Send the RFQ to at least three (3) suppliers/Service Provider	None	2 days	MRB, AAI/ Procurement Section

	<p>1.1. For Shopping: Minimum of 3 price quotation must be obtained.</p> <p>1.2. For Small Value Procurement or Lease of Real Property and Venue: Receipt of one (1) quotation is sufficient to proceed with the evaluation.</p>			
	TOTAL	None	2 Days	

Under normal circumstances, each Procurement staff/ canvasser can send 9 request for quotations to suppliers/service providers per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of Sending out Request for Quotation to Supplier/Service Provider, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Procurement Section.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

12. PREPARATION OF REQUEST FOR QUOTATION (RFQ) (FUNCTION)

Request for Quotation (RFQ) is a form use to invite suppliers'/service provider which known classification. It indicates complete technical specifications, quantity, approved budget for the contract (ABC) and other terms and conditions of the contract.

Office or Division:	Procurement Section (PS) Procurement Planning and Management Division (PPMD)		
Classification:	SIMPLE		
Type of Transaction:	Government-to-Business		
Who may Avail:	Procurement Section (PS) and Supplier/Service Provider/Consultant/Contractor		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Purchase Request (PR);		Concerned Office	
Terms of Reference (TOR);			
Project Proposal;			
Rating Factors;			
		100	

Technical Assistance (TA) Report for Information Technology (IT) equipment and/or Services;		Information and Communications Technology Management Service (ICTMS)		
TA Report for Construction Supplies and/or Services; and,		AD-GSS (Rowena Ravago)		
TA Report for Layout of Printing Materials.		Social Marketing Unit (SMU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement Section (PS) to prepare Request for Quotation (RFQ)	1.1. Check completeness of signatories and supporting documents;	None	30 minutes	<i>Adm. Asst. I, ADA I, CDA II</i> Procurement Section
	1.2. Prepare Request for Quotation (RFQ) indicating the technical specifications, quantity, Approved Budget for the Contract (ABC), and other terms and conditions of the contract.	None	30 minutes	<i>Adm. Asst. I, ADA I, CDA II</i> Procurement Section
	1.3. Upon complete, Signature in the RFQ Form	None	5 minutes	<i>Administrative Officer V</i> Procurement Section
	TOTAL	None	1 hour 5 minutes	

Under normal circumstances, Aaron Jorel Razon (Administrative Assistant I), John Nouel Mañalac (Administrative Aide I) and Rio Odtujan (Community Development Assistant II) can check and prepare at least 21 Request for Quotations (RFQ) (equally divided) for simple request (classification) simultaneously with their other tasks within a day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the approved Purchase Request for Preparation of Request for Posting, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the Procurement Section.
How feedbacks are	Accomplished customer survey form is consolidated in quarterly

processed	basis. Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

13. DISPOSAL OF VALUELESS RECORDS

The Administrative Division – Records and Archives Management Section provides technical support for proper disposal of valueless records pursuant with rules and regulations of the National Archives of the Philippines (NAP). These records have already reached its retention period based on the approved Records Disposition Schedule (RDS) of the Department and not involved nor connected in any administrative or judicial cases.

Office or Division:	Records and Archives Management Section (RAMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD FO III Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter in Prescribed Form		102	RAMS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request together with the receiving copy to the RAM Section	1. Review and stamp "Receive" in the receiving copy	None	2 minutes	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
2. Keep the receiving copy of the forwarded communication/mail	2. Review and assign to concerned staff	None	5 minutes	<i>Administrative Officer IV RAMS</i>

for future reference				
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to RAM Section	3. Assign concerned RAMS staff to: 3.1. Appraise records listed per DSWD RDS and NAP GRDS 3.2. Conduct ocular inspection 3.2.1. If there are findings, provide copy of Request Disposal Form to OBS indicating the findings/reason for disapproval	None	1 hour	Administrative Officer IV, Admin Asst II, Admin Aide I, Admin Asst I RAMS
4. Turn-over of requested records for disposal to RAM Section	4. If approved, accept records for disposal 4.1. Store requested records for disposal to the identified records storage	None	30 minutes	Admin Asst II, Admin Aide I, Admin Asst I RAMS
5. Receive copy of approved Request for Disposal Form	5. Review and approve Request for Disposal Form	None	5 minutes	Administrative Officer IV RAMS
6. File the received form for future reference.	6.1 Provide copy of approved 103 Request Disposal Form to OBS indicating the date of received of documents for reference purposes	None	5 minutes	Admin Asst II, Admin Aide I, Admin Asst I RAMS
	6.2 Update status of request in the system and file relevant records	None	2 minutes	Admin Asst II, Admin Aide I, Admin Asst I RAMS
	TOTAL	None	1 hour 48 minutes	

Under normal conditions, Ms. Gonzales (Administrative Assistant I), processor of various DSWD offices' requests for disposal, is able to finish three (3) requests within the day excluding the conduct of actual disposal which is dependent on the schedule set by the National Archives of the Philippines (NAP).

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the approved Request for Disposal Form, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AD-RAMS.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

14. ARCHIVING OF VITAL/PERMANENT RECORDS

The Administrative Division – Records and Archives Management Section provides technical support for proper archival of vital/permanent records of the Department in accordance with rules and regulations of the National Archives of the Philippines (NAP) and approved Records Disposition Schedule (RDS) of the Department.

Office or Division:	Records and Archives Management Section (RAMS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD FO III Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter in Prescribed Form		RAMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the letter request together with the receiving copy to the RAM Section	1. Review and stamp "Receive" in the receiving copy	None	1 minute	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
2. Keep the receiving copy of the forwarded communication/ mail for future reference	2. Review and assign to concerned staff	None	3 minutes	<i>Administrative Officer IV RAMS</i>
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to RAM Section	3. Assign concerned RAMD staff to: 3.1. Appraise records listed as per set rules and guidelines of NAP 3.2. Conduct ocular inspection 3.2.1. If there are findings, provide copy of Records Archival Request Form to OBS indicating the findings/ reason for disapproval	None	1 hour	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
4. Turn-over of records for archival to RAM Section	4. If approved, accept records for archival 4.1. Archive records in the Records Storage Room	None	30 minutes	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
5. Receive copy of approved Records Archival Request Form	5.1 Review and approve Records for Archival	None	5 minutes	<i>Administrative Officer IV RAMS</i>

	Request Form			
	5.2 Provide copy of approved Records Archival Request Form to OBS indicating the date of received of documents for reference purposes	None	2 minutes	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
6. File the received form for future reference.	6.1 Update status of request in the system and file relevant records	None	2 minutes	<i>Admin Asst II, Admin Aide I, Admin Asst I RAMS</i>
	TOTAL	None	1 hour 43 minutes	

Under normal circumstances, Ms. Gonzales (Administrative Assistant I), processor of various DSWD offices' requests for archiving, is able to finish three (3) requests within the day, exclusive of cases or requests requiring ocular inspection of actual records.

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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the approved Records Archival Request Form, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AD-RAMS.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph ; 1-ARTA (2782) CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

15. SAFEKEEPING OF CONTRACTS

This process covers the recording, data banking and safekeeping of original General Memorandum of Agreement (GMOA) and Memorandum of Agreement (MOA) of the DSWD FO III to Local Government Units (LGUs) and Partner Service Providers.

Office or Division:		Records and Archives Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may Avail:		DSWD Field Office III		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Signed and Notarized Original GMOA or MOA with DSWD		RAMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memorandum attached original contract entered into by DSWD.	1. Screen the completeness of the documents. 1.1. If the documents are complete receive the request and stamp received with date, time and name of the receiving officer and receive in the CTRIS	None	2 minutes	Admin Asst II, Admin Aide I, Admin Asst I RAMS
	1.2. If Incomplete, return the Memorandum to the sender.			
	1.3. Record and log the original contract in the database provided therefore 1.3.1. Place the original contract in the file folder	None	5 minutes	Admin Asst II, Admin Aide I, Admin Asst I RAMS

	for safekeeping.			
	TOTAL	None	7 minutes	

Under normal circumstances, Mr. Pineda (Administrative Assistant II), in charge of the contracts transmitted for safekeeping of RAMS is able to manage, process and file 30 contracts per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the certified true copy of the GMOA, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AD-RAMS.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

16. PROVIDE TECHNICAL ASSISTANCE ON RECORDS MANAGEMENT

Concerned Offices/ Divisions/ Sections/ Units may request for Technical Assistance relative to Records Management.

Office or Division:	Records and Archives Management Section (RAMS)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may Avail:	DSWD Field Office III
<div> <div>CHECKLIST OF REQUIREMENT</div> <div>WHERE TO SECURE</div> </div>	

Prescribed form for Request for Technical Assistance		ASD-Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request technical assistance to Records Management Officer on records holding	1.1. Provide assistance to the concerned staff pertaining to its records holdings	None	1 hour	<i>Admin Asst II, Admin Asst I</i> RAMS
	1.2. Review the records holding accounted to the concerned staff which is based on the approved records disposition schedule provided by the AD-RAMS whether it is for disposal or for safe keeping	None	5 days	<i>Admin Asst I, Administrative Officer IV</i> RAMS
2. Request permanent documents for safekeeping to ASD Records Section	2.1. Digitized (scanned and renamed) the permanent records for retrieval purposes and future references	None	1 day	<i>Admin Asst II, Admin Asst I</i> RAMS
	2.2. File records in designated storage for safekeeping.	None	4 hours.	<i>Admin Aide I</i> RAMS
3. Disposal of records holdings	3.1 Digitized (scanned and renamed) the records holdings which exceeds on its retention period, to be endorsed to AD-RAMS for proper disposal	None	7 days	<i>Admin Asst I, Administrative Officer IV</i> RAMS

	TOTAL:		13 days 5 hours	
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Under normal circumstances, Ms. Magcamit (Administrative Officer IV) and Ms. Gonzales (Administrative Assistant I), designated RMO and assistant RMO, are able to facilitate ten (10) requests for technical assistance on records management per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Upon received of the needed technical assistance, DSWD personnel are requested to accomplish the Customer Feedback Form to be given by the receiving clerk of the AD-RAMS.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	DSWD personnel may submit complaint letter address to OIC – Division Chief Raymund Vincent A. Panlilio of Administrative Division
How complaints are processed	Complaint letter shall be forwarded to the concerned Section Head to address the concern. Reply letter shall be sent to the complainant
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 OIC – Division Chief, Administrative Division (045) 961 – 2143 loc. 128

17. HANDLING OF ADMINISTRATIVE COMPLAINTS MOTU PROPIO BY THE DISCIPLINING AUTHORITY

This process covers an administrative complaint initiated by the disciplining authority.

Office or Division:	Human Resource Welfare Section (HRWS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may Avail:	Disciplining Authority
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Complaint/ incident report with attached	Complainant

evidences and memorandum addressed to the Secretary as a Disciplining Authority. (1 original)				
Disciplining Authority Confidential Memorandum (1 original)		Disciplining Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a complaint to the Regional Director	1.1 Regional Director as disciplining authority endorses the complaint to the Human Resource Welfare Section	None	1 day	<i>Regional Director</i> Office of the Field Director
	1.2 Receive the copy of complaint 1.2.1 Screen the completeness of the documents. 1.2.2 If the documents are complete, receive the request and stamp received with date, time and name of the receiving officer and log the complaint to the database 1.2.3 Otherwise, return the request to the sender and advice to submit the complete documents. 1.2.4 Forward the case to the concerned committee	None	1 day	<i>Administrative Officer II,</i> Grievance Committee - HRWS
	1.3 Convene the committee for necessary action 1.3.1 Study and conduct any	None	5 days	Grievance Committee <i>Assistant Regional Director for</i>

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	Incident Report, (1day) (ii) the conduct of the Fact Finding Investigation, (30days as per AO 13 S. 2011) and preparation and presentation of fact finding report (iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or (iv) Show Cause Order. (5days as per AO 13 S. 2011)			<i>Division Chiefs</i> HRMDD & PPD <i>Admin. Assistant II</i> SWEAP <i>Administrative Officer II</i> HRWS
2. Received memorandum/ recommendation	2.1 Receive the approved or disapproved recommendation from the disciplining authority.	None	5 minutes	<i>Administrative Officer II, Grievance Committee - HRWS</i>
3. Release of Memorandum/ recommendation	3.1 Record the Memorandum in the database 3.2 Release of memorandum/ recommendation to the complainant or to the Records Section for mailing to the Complainant	None	30 minutes	<i>Administrative Officer II, Grievance Committee - HRWS</i>
	TOTAL	None	40 days and 45 minutes	

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Note: Applicable under normal circumstances
 Applicable to single complaint only
 Capacity of one staff to accomplish task in ratio (1:1)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are	Discuss with concerned Section Chief/staff;

processed	Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

18. HANDLING OF ADMINISTRATIVE COMPLAINTS BY ANY OTHER PERSONS

This process covers an administrative complaint initiated by any other persons.

Office or Division:	Human Resource Welfare Section (HRWS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	DSWD Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Subscribe and sworn to complaint		Complainant and his appointed Lawyer		
Certification of Non-Forum Shopping		Complainant and his appointed Lawyer		
Documentary evidence and affidavits of his/her witnesses, if any (1 copy- certified)		Complainant and his appointed Lawyer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a complaint to the Regional Director The complaint shall contain the following ² : a. Full name and address of the complainant; b. Full name and address of the person complained of as well	1.1 Regional Director as disciplining authority endorses the complaint to the Human Resource Management and Development	None 115	3 days	<i>Regional Director</i> Office of the Field Director

<p>as his/her position and office;</p> <p>c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</p> <p>d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and</p> <p>e. Certification or statement of non-forum shopping.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p>				
	<p>1.2 Receive the complaint with cover memorandum</p> <p>1.2.1 Screen the completeness of the documents. 116</p> <p>1.2.2 If the documents are complete, receive the request and stamp received with date, time and name of the receiving officer and log the complaint to the database</p> <p>1.2.3 Otherwise, return the request to the sender and advice to submit the complete</p>	None	1 day	<p><i>Administrative Officer II</i> Grievance Committee HRWS</p>

	documents. 1.2.4 Forward the case to the concerned committee			
	1.3 Convene the committee for necessary action 1.3.1 Study and conduct any research necessary to the complaint.	None	5 days	<i>ARDA</i> Office of the Assistant Regional Director for Administration <i>Division Chiefs</i> HRMDD PPD <i>Admin. Assistant II</i> SWEAP <i>Administrative Officer II</i> Secretariat HRWS

	1.4 Draft and submit a memorandum containing the recommendation on the complaint to the Director either for: (i) dismissal of the Incident Report, (ii) the conduct of the Fact Finding Investigation, (iii) Show Cause Order.	None	1 day	<i>Administrative Officer II</i> Grievance Committee HRWS
	1.5 Record the Memorandum in the database	None	10 minutes	<i>Administrative Assistant</i> HRWS
	1.6 The Regional Director shall approve or disapprove the recommendation of the Committee: 1.6.1 If the Regional Director approves the recommendation, RD shall sign the attached Memorandum, either for: (i) dismissal of the Incident Report, (1day) (ii) the conduct of the Fact Finding Investigation, (30days as per AO 13 S. 2011) and preparation and presentation of fact finding report (iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or	None	30 days	<i>Regional Director</i> Office of the Field Director <i>Fact Finding Team</i> <i>Division Chiefs</i> HRMDD PPD <i>Admin. Assistant II</i> SWEAP <i>Administrative Officer II</i> Secretariat HRWS

	(iv) Show Cause Order. (5days as per AO 13 S. 2011)			
2. Received memorandum/ recommendation	2.1 Receive the approved or disapproved recommendation from the disciplining authority.	None	5 minutes	<i>Administrative Officer II</i> Grievance Committee HRWS
3. Release of Memorandum/ recommendation	3.1 Record the Memorandum in the database 3.2 Release of memorandum/ recommendation to the complainant or to the Records Section for mailing to the Complainant	None	30 minutes	<i>Administrative Officer II</i> Grievance Committee HRWS
	TOTAL	None	40 days and 45 minutes	

Note: Applicable under normal circumstances
 Applicable to single complaint only
 Capacity of one staff to accomplish task in ratio (1:1)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-8819-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hmu.fo3@dswd.gov.ph

19. PROCESSING OF APPLICATION FOR SPECIALIZED TRAINING

The Learning and Development Section under Human Resource Management Division facilitates the request of availment of Specialized Training charged against the Training Funds.

Office or Division:	Learning and Development Section (LDS)			
Classification:	Simple			
Type of Transaction:	Government to Government or Private to Government			
Who may Avail:	Permanent, contractual and casual employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Duly accomplished Application Form for Specialized Training (Form 3) accompanied by the recommendation / nomination of the applicant's immediate supervisor (1 original)		LDS – HRMDD		
Invitation from the Organizer / Host of the Training / Workshop (1 copy)		Organizer / Host		
Accomplished Registration Form (1 original)		Organizer / Host		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill – up the Application Form and submit to LDS - HRMDD before the set deadline	1.1. Receive and review the accomplished Application Form of the concerned staff and endorse to Regional Director for approval	None	10 minutes	<i>Administrative Officer II</i> LDS
	1.2. The LDS prepare the Special Order	None	5 minutes	<i>Administrative Officer II</i> LDS
	TOTAL	None	15 minutes	

Note: Applicable under normal circumstances
 Applicable to single application only
 Capacity of one staff to accomplish task in ratio (1:10/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are	Discuss with concerned Section Chief/staff;

processed	Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

20. PROCESSING OF APPLICATION FOR LEAVE

The Human Resource Management and Development Division – Personnel Administration Section facilitates all types of application for leave such as sick leave, vacation leave, maternity leave, paternity leave, solo parent leave and monetization of leave among others of all Regular, Contractual and Casual employees.

Office or Division:	Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD Field Office III Regular, Contractual and Casual staff			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Application Leave Form (2 Original)		PAS Office/CTRIS		
Medical Certificate (1 photocopy)		Attending Physician		
Birth Certificate (1 photocopy)		121	Philippine Statistics Authority	
Marriage Certificate (1 photocopy)		Philippine Statistics Authority		
Solo Parent ID (1 photocopy)		Municipal Social Welfare Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Application for leave through PAS office or CTRIS and manually fill-out all necessary information, attach supporting documents and submits to PAS.	1.1. Receive, review, record the application for leave of the concerned staff including the required attachments needed, if necessary.	None	10 minutes	ADAS / ADAS // Personnel Administration Section

	1.2. Facilitates approval as to certification of leave credit balances from the Head of PAS	None	5 minutes	Section Head ADAS II Personnel Administration Section
	1.3. Facilitates endorsement of the certified/ completed and correct application for leave for approval of ARD for Administration.	None	15 minutes	ADAS II ADAS I Personnel Administration Section
	1.4. Endorsement of approved one copy of leave form to Personnel and one copy to concerned staff for filing.	None	15 minutes	ADAS II ADAS I Personnel Administration Section
	TOTAL	None	45 minutes	

Note: Applicable under normal circumstances

Applicable to single transaction only

Capacity of one staff to accomplish task in ratio (1:100)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

21. PROCESSING OF LOCATOR SLIP

The Human Resource Management and Development Division facilitates all locator slip either for official or personal purposes of DSWD RO III personnel.

Office or Division:	Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	JO/MOA DSWD Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Locator slip form (2 original)		Personnel Admin. Section		
Special Order w/ Certificate of Appearance (if the staff applied for compensatory leave) (1 photocopy)		Records and Archives Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up locator slip	1.1. Receive, review, record the locator slip of the concerned staff including the required attachments, as deemed necessary	None	10 minutes	ADAS / Personnel Administration Section
2. Review of supervisor for the applied leave	2.1. Evaluation of the type of leave applied by the staff: computation for applied compensatory leave, double checking for those who applied for solo parent leave, and re-checking for other necessary documents for sick leave, vacation leave, etc.	None	15 minutes	AA ADAS // Personnel Administration Section
3. DC - Facilitate approval of locator slip to concerned cluster	3.1. Deductions will be made after computation of applied leave – deductions will appear on the following salary cut off based on the	None	10 minutes	AA ADAS // Personnel Administration Section

	date of application			
	TOTAL	None	35 minutes	

Note: Applicable under normal circumstances
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:35)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

22. PROCESSING OF OVERTIME CLAIM

The Human Resource Management and Development Division facilitates all request for overtime (OT) of DSWD Region III Staff.

Office or Division:	Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD Regional Office III Staff			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Overtime form (1 original)		Concerned Division, Unit/Section		
Accomplishment Report (1 photocopy)		Concerned staff		
DTR/ Overtime Log book (for QRT) (1 photocopy)		Concerned staff		
Special Order (SO) (1 photocopy)		Records Unit of Admin Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of overtime requirements/documents to PAS	1.1. Receive submitted documents for claim and forward to staff-in-charge	None	10 minutes	ADAS / Personnel Administration Section
	1.2. Screen as to completeness of documents and computation of claim. Prepare and printing of payroll, DV and ORS.	None	1 day	AA ADAS II Personnel Administration Section
	TOTAL	None	1 day 10 minutes	

Note: Applicable under normal circumstances
Applicable to single transaction only
Capacity of one staff to accomplish task in ratio (1:10/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTAs: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

23. PROCESSING OF TRAVEL ABROAD CLEARANCE BELOW 30 DAYS' COVER PERIOD

The Human Resource Management and Development Division – Personnel Administration Section facilitates, monitors and provide updates for Travel Clearance of all DSWD Field Office III Personnel.

Office or Division:	Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD Regional Office III Staff			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Application Leave Form (2 original)		PAS Office/CTRIS		
Request to Travel Abroad (1 original)		Concerned Staff		
Authority to Travel Abroad (1 original)		PAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write Request Letter to Travel Abroad and files Application for Leave/Locator Slip through PAS office or CTRIS	1.1. Letter and leave application are for approval by the staff's immediate supervisor, Division Chief, concerned ARD and RD	None	5 minutes	<i>Requesting Staff</i> Concerned Unit/Section
2. Secure the accomplished Authority to Travel Abroad from PAS	2.1. Facilitates the printing of the Authority to Travel and approved leave application as to certification of leave credit balances, if needed, by the Head of PAS	None	5 minutes	<i>AAll,</i> <i>Section Head</i> Personnel Administration Section
	2.2. Facilitates approval of Authority to Travel Abroad	None	5 minutes	<i>ADAS I,</i> <i>AAll</i> Personnel Administration Section Division Chief <i>HRMDD</i> <i>Regional Director</i> DSWD FO III
	2.3. Encodes and Updates on the Monitoring	None	2 minutes	<i>AAll</i> Personnel Administration

	Tool of Clearances			Section
	2.4. Provide copy of Approved Leave and Authorization to concerned staff.	None	5 minutes	AA// Personnel Administration Section
	TOTAL	None	22 minutes	

Note: Applicable under normal circumstances
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:10)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

24. PROCESSING OF CLEARANCE WITH 30 DAYS AND ABOVE COVER PERIOD

The Human Resource Management and Development Division facilitates, monitors and provide updates for all types of clearances such as Travel, Maternity, Study Leave, Rehab, and Sickness of DSWD RO III personnel with 30 days period of leave.

Office or Division:	Personnel Administration Section (HRMDD-PAS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may Avail:	All DSWD Regional Office III Staff
CHECKLIST OF REQUIREMENT	WHERE TO SECURE

Application Leave Form (2 original)		Personnel Administration Section		
Clearances (Travel, Maternity, Rehabilitation and Sickness) and supporting documents. (1 original)		Personnel Administration Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for Leave (Travel, Maternity, Sickness. Study and Rehabilitation Leave)	1.1. Leave Application of concern Staff	None	5 minutes	<i>Requesting Staff</i> Concerned Unit/Section
	1.2. Issuance of Clearance		7 minutes	<i>ADAS II</i> Personnel Administration Section
2. Secure completely signed clearance form	2.1. Process completely signed clearance form	None	15 minutes	<i>ADAS II</i> Personnel Administration Section
	2.2. Update monitoring tool	None		
	2.3. Provide client's copy	None		
3. Resignation/ Retirement/ Transfer	3.1 Submission of Resignation/ Retirement/ Transfer Letter to the Regional Director	None	2 minutes	<i>AdA IV</i> <i>AA II</i> DSWD Employee Welfare Section
	3.2 Approval of the Regional Director	None	8 minutes	<i>Regional Director</i> DSWD FO III
	3.3 Approved letter to be forwarded to the PAS and HRWS	None	5 minutes	<i>Admin. Assistant</i> OFD
	3.4 Conduct of Exit Interview	None	10 minutes	<i>Admin. Assistant</i> HRWS
	3.5 Issuance of Clearance Form	None	2 minutes	<i>Admin Assistant</i> HRWS

4. Secure completely signed clearance form	4. 1 completely signed clearance form	None	2 minutes	<i>Admin. Assistant HRWS</i>
	4.2 Update monitoring tool	None	2 minutes	<i>Admin. Assistant HRWS</i>
	4.3 Provide client's copy	None	minute	<i>Admin. Assistant HRWS</i>
129				
TOTAL		None	32 minutes	

Note: Applicable under normal circumstances
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:6)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

25. FACILITATES REQUEST FOR CSF, MDR, AND CERTIFICATE OF CONTRIBUTION FOR PHILHEALTH

The Personnel Administration Section facilitates the request of documents for the hospitalization requirements of DSWD FO III workers.

Office or Division:	Personnel Administration Section (HRMDD-PAS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may Avail:	All DSWD Regional Office III Staff

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter to Personnel Administration Section (1 original)		Requestor		
PMRF Form/ ER2/ Endorsement Letter (2 original)		Personnel Administration Section/ Downloaded thru online (https://www.philhealth.gov.ph/)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up CSF or advise PAS for the needed CSF	1.1. Receives CSF and check /encode data needed	None	5 minutes	ADAS II Personnel Administration Section
	1.2. Signs the Employer's Certification portion of CSF	None	5 minutes	Section Head Personnel Administration Section Division Chief HRMDD
	1.3. Provide copy of signed CSF to client	None	3 minutes	ADAS I Personnel Administration Section
2. MDR: Fill-up the PMRF Form (For the update of the employer category)	2.1. Prepare an Endorsement Letter (for COS/ JO) or ER2 (for Regular/ Casual/ Contractual)	None	10 minutes	ADAS II Personnel Administration Section
	2.2. Transmit to PhilHealth Office 3 thru Liaison Officer.	None	hours	ADAS II Personnel Administration Section
	TOTAL	None	23 minutes	

Note: Applicable under normal circumstances
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:5/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document

How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

26. PROCESS REQUEST FOR CERTIFICATE OF EMPLOYMENT

The Human Resource Management Development Division - Personnel Unit facilitates the request of Certificate of Employment of DSWD FO III personnel.

Office or Division:	Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD Regional Office III Personnel			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter to Personnel Unit (1 original)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request letter from the concerned staff indicating the purpose	1.1 Receives the request form	None	5 minutes	ADAS I / PAS
	1.2 Prepares COE	None	5 minutes	ADAS I; ADAS II; ADAS III; AO II PAS
	1.3 Approval / Signature of COE	None	3 minutes	Section Head PAS
	1.4 Dry seal the COE and provide copy to requesting party	None	5 minutes	Division Chief HRMDD ADAS I / PAS
TOTAL		None	18 minutes	

Note: Applicable under normal circumstances¹³²
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:20)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph; 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph; (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

27. FACILITATE ENDORSEMENT OF REQUIREMENTS OF RESIGNED, RETIRED AND TRANSFERRED STAFF

The Human Resource Management and Development Division – Personnel Administrative Section facilitates, monitors and provide updates on the endorsement of requirements of Resigned/Transferred staff of DSWD Field Office III.

Office or Division:	Personnel Administration Section (HRMDD-PAS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may Avail:	All DSWD Regional Office III Personnel
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1.Exit Interview Form and Office Clearance Form and Certificate of No Pending Administrative Case (1 original per document)	HRMDD – Employees Welfare Section/Concerned Staff
2. Application of Terminal Leave, Certificate of Leave Credits, Declaration of Pendency/No Pendency of Case, SALN Form (1 original per document)	HRMDD – PAS/Concern Staff
3. Service Record, Copy of Previous Appointment, Notice of Salary/Wage Adjustment, Accomplish DTR, Certificate of Last Salary, BIR Form 2316, Certificate of Non-Payment to Previous Agency (1 original per document)	HRMDD -PAS/Concern Staff Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of resignation, retirement and or transfer subject for director's approval	1.1. Receives the signed/approved request for resignation or transferred and forward to staff -in-charge	None	10 minutes	ADAS / PAS
	1.2. Inform staff concerned the following requirements:			
	<ul style="list-style-type: none"> • Conduct Exit Interview and issuance of Office Clearance form 	None	30 minutes	Section Head Employee Welfare Section
	<ul style="list-style-type: none"> • Accomplished DTR 	None	10 minutes	ADAS // PAS
	<ul style="list-style-type: none"> • Terminal leave claims 	None	30 minutes	ADAS // PAS
	1.3. Prepares Service Record and Electronic Leave Card	None	30 minutes	ADAS // PAS
	1.4. Checks all the requirements submitted by the concerned Staff and prepares endorsement letter to DSWD Central office	None	30 minutes	ADAS // PAS
	1.5. Forward the endorsement letter to DC, ARDA and RD for their signature 134	None	30 minutes	ADAS / PAS Division Chief HRMDD ARDA Office of ARDA Regional

				Director Office of Field Director
	1.6. Forward the signed endorsement letter to Records Unit	None	5 minutes	ADAS / PAS
	TOTAL	None	1 hours 55 minutes	

Note: Applicable under normal circumstances

Applicable to single transaction only

Capacity of one staff to accomplish task in ratio (1:5/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

28. SAFEKEEPING OF CONTRACTS

This process covers the recording and safekeeping of original contracts of the DSWD executed with different stakeholders, with the exception of the Procurement Contracts and Contracts of Cost-of-Service (COS) or Memorandum of Agreement (MOA) workers of DSWD.

Office or Division:	Personnel Administration Section (HRMDD-PAS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may Avail:	DSWD Field Office III
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Memorandum w/ attached original contract of DSWD (1 original)	Personnel Administration Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of Contract Form to HRPPMS	1.1 Checks transmittal and documents; forward the contract to staff in-charge	None	5 minutes	ADAS / PAS
2. Signs the contract and provide notarial fee and ID	2.1 Shall assign the contract to the Administrative Officer for Safekeeping of Contracts (AOSC).	None	5 minutes	AA/ADAS // PAS
	2.2. Records the deposit of the original contract in the database provided therefore	None	15 minutes	ADAS / PAS
	2.3 Place the original contract in the file folder provided therefore.	None	5 minutes	AA/ADAS // PAS
	TOTAL	None	30 minutes	

Note: Applicable under normal circumstances
 Applicable to single transaction only
 Capacity of one staff to accomplish task in ratio (1:80)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

Human Resource Planning and Performance Management Section

29. PROCESSING REQUEST FOR COPY OF INDIVIDUAL PERFORMANCE CONTRACT (IPC) AND INDIVIDUAL PERFORMANCE CONTRACT REVIEW (IPCR)

The Human Resource Planning and Performance Management Section (HRPPMS) monitors the submission and safe-keeping of the Individual Performance Contracts and Individual Performance Contract Review of all DSWD Field Office III Rank and File Personnel.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G (Government-to-Government)			
Who may Avail:	All DSWD Field Office III Rank and File Personnel			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
(1) Request Slip with the ff. details: <ul style="list-style-type: none"> • Name of requestor • Position • Place of assignment • Type of form requested • Year and rating period • Purpose 		HRPPMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned staff request for copy or copies of IPC or IPCR	1.1 Review the request if complete and correct	None	2 minutes	<i>Administrative Assistant II</i> HRPPMS
	1.2 Retrieve the copy of the document 137	None	5 minutes	<i>Administrative Assistant II</i> HRPPMS
2. Receive the copy of the IPC or IPCR	2.1 Release document	None	1 minute	<i>Administrative Assistant II</i> HRPPMS
	TOTAL:	None	8 minutes	

Note: Applicable under normal circumstances
 Applicable to single request only
 Capacity of one staff to accomplish task in ratio (1:15/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document

How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph; 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph; (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

30. PROCESSING REQUEST FOR CERTIFICATION OF IPCR RATINGS

The Human Resource Planning and Performance Management Section (HRPPMS) is in charge of safe-keeping the Individual Performance Contracts and Individual Performance Contract Review of all DSWD Field Office III Rank and File Personnel including the databases of IPCR ratings from CY 2013.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G (Government-to-Government)			
Who may Avail:	All DSWD Field Office III Rank and File Personnel			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
(1) Request Slip with the ff. details: <ul style="list-style-type: none"> • Name of requestor • Position • Place of assignment • Year and rating period • Purpose 		HRPPMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned staff request for copy or copies of IPC or IPCR	1.1 Review the request if complete and correct	None	2 minutes	<i>Administrative Assistant II</i> HRPPMS
	1.2 Retrieve the ratings from database and draft the certification	None	10 minutes	<i>Administrative Assistant II</i> HRPPMS
	1.3 Forward the Certification to the HRMDD Chief for Signature	None	30 minutes	<i>Administrative Assistant II</i> HRPPMS
2. Claim the copy of the Certification	2.1 Release the copy of the Certification	None	1 minute	<i>Administrative Assistant II</i> HRPPMS

	TOTAL	None	43 minutes	
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Note: Applicable under normal circumstances

Applicable to single request only

Capacity of one staff to accomplish task in ratio (1:10/ ANA)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hrmu.fo3@dswd.gov.ph
How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

31. PROCESSING OF APPLICATION FOR JOB VACANCIES

The Human Resource Management and Development Division, through the Human Resource Planning and Performance Management Section, facilitates the processing of application for job vacancies which begins from the applicant's submission of all duly prepared necessary requirements and ends whether the applicant is qualified for the initial qualifying test.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, or Hiring Offices)		
Who may Avail:	All interested applicants		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Application Letter addressed to Regional Director Marites M. Maristela, CESO III (1 Original)		Applicant	
Updated Resume/ Curriculum Vitae/Personal Data Sheet (1 Original)		Applicant	
Diploma and Transcript of Records (1		Applicant / Graduated School or University	

Photocopy)				
Clearance from the previous work/s (1 Photocopy)		Applicant / Previous Employer/s		
NBI Clearance (1 Original)		Applicant / National Bureau of Investigation (NBI)		
Civil Service Eligibility and/or PRC License ID/Board Rating (if applicable) (1 Photocopy)		Civil Service Commission (CSC) or Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC) for position/s involving practice of profession		
Recommendation/Endorsement Letter from immediate supervisor (for internal staff) (1 Original)		Immediate Supervisor (internal staff)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the application letter, requirements and other pertinent documents and send to RSP Official Email Account (recruitment.fo3@dswd.gov.ph)	1.1 Receive the application/documents sent by the client/applicant	None	2 minutes	Screening Officer HRPPMS RSP
	1.2 The RSP Screening Officer will acknowledge the receipt of online application	None	3 minutes	Screening Officer HRPPMS RSP
	1.3 Evaluation of application based on the Prescribed Minimum Qualification Standards of the position	None	15 minutes	Screening Officer HRPPMS RSP
	1.4 Endorse the qualified applicant to the Test Administrator for Initial Qualifying Test	None	10 minutes	Test Administrator HRPPMS RSP
	TOTAL	None	30 minutes	
WALK-IN APPLICATION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and required documents to	1.1 Accept the application/documents submitted by the applicant for	None	2 minutes	Admin Staff HRPPMS RSP

HRMDD- HRPPMS- Recruitment, Selection and Placement (RSP)	endorsement to the RSP Screening Officer			
	1.2 Review and check the completeness of the documents submitted 1.2.1 If incomplete, application will be returned to the applicant and will be advised to send online thru recruitment.fo3@dswd.gov.ph 1.2.2 If with complete documentary requirements, the Screening Officer will accept the documents	None	3 minutes	<i>Screening Officer</i> HRPPMS RSP
	1.3 Evaluation of application based on the Prescribed Minimum Qualification Standards of the position	None	15 minutes	<i>Screening Officer</i> HRPPMS RSP
	1.4 Endorse the qualified applicant to the Test Administrator for Initial Qualifying Test	None	10 minutes	<i>Test Administrator</i> HRPPMS RSP
	TOTAL	None	30 minutes	

Note: Applicable under normal circumstances
 Applicable to single application only

449 FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email hmu.fo3@dswd.gov.ph

How feedbacks are processed	Discuss with concerned Section Chief/staff; Determine patterns and document
How to file a complaint	Send letter addressed to Allain R. Malit, HRMDD OIC Chief or e-mail us at hrmu.fo3@dswd.gov.ph
How complaints are processed	Through established protocols of handling complaints or grievances in the Department
Contact Information	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45 HRMDD: hrmu.fo3@dswd.gov.ph

32. Request of Social Security System (SSS), Government Security and Insurance System (GSIS), and PhilHealth Certificate of Contributions covering period of two years and below

Certificate of Contributions are issued to individuals needing this document that states that he/she has contributed to SSS/GSIS/PhilHealth in the amount specified on the document covering period from 1 month to 2 years.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD FO III Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request form (1 original)		Accounting Section, 2 nd Floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for any type of Certificate of Contributions up to two year-period	1. Processing of Request	None	4 Hours	<i>Administrative Assistant III</i> Accounting Section
	1.1. Receive the request from the employee and 143 query to E-NGAS for the applicable dates and amount of premium contributions as indicated on the request of the employee.		10 Minutes	<i>Regional</i>

	1.2 Forward the accomplished Certificate of Contributions to the Regional Accountant for signature.			<i>Accountant Accounting Section</i>
2. Claim the requested Certificate of Contributions to the Accounting Section.	2. File and safekeep the signed Certificate of Contributions for claiming of requestor.	None	3 Minutes	<i>Administrative Assistant III Accounting Section</i>
	TOTAL	None	4 Hours 13 Minutes	

Under normal circumstances, the staff-in-charge can issue 2 Certificate of Contributions covering period of two years and below in one day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p style="text-align: center;">144</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in

	<p>front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p style="text-align: center;">145</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

33. Request of Social Security System (SSS), Government Security and Insurance System (GSIS), and PhilHealth Certificate of Contributions covering period of more than two years

Certificate of Contributions are issued to individuals needing this document that states that he/she has contributed to SSS/GSIS/PhilHealth in the amount specified on the document covering period from 2 years and above.

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may Avail:		All DSWD FO III Employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request form		Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for any type of Certificate of Contributions up to two year-period	1.1. Receive the request from the employee and query to E-NGAS for the applicable dates and amount of premium contributions as indicated on the 146 request of the employee.	None	4 Days	<i>Administrative Assistant III</i> Accounting Section
	1.2. Forward the accomplished Certificate of Contributions to the Regional Accountant for signature.	None	10 Minutes	<i>Regional Accountant</i> Accounting Section
2. Claim the requested Certificate of Contributions to the Accounting Section.	2. File and safe keep the signed Certificate of Contributions until the requestor claim it.	None	3 Minutes	<i>Administrative Assistant III</i> Accounting Section
	TOTAL	None	4 Days, 13 Minutes	

Under normal circumstances, the staff-in-charge can issue Certificate of Contributions covering period of more than two years in 4 days and 10 minutes.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being</p>

	<p>complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division 148</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

34. Processing request of tax certificates (2316-Regular and Contractual/2307-MOA and JO)

Tax certificates are issued to individuals needing this document that states that he/she has was withheld by the agency for their tax in the amount specified in the document. The certificate is issued for settlement of taxes of employees.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	All DSWD FO III Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit request for Tax Certification	1.1. Receive the request from the employee and check on alphalist for the applicable month/year being requested by the employee.	None	2 Hours	<i>Administrative Assistant II Accounting Section</i>
	1.2. Forward the tax certificate to the Regional Accountant for signature.	None	10 Minutes	<i>Regional Accountant Accounting Section</i>
2. Claim the requested Tax Certificate to the Accounting Section.	2. File and safe keep the signed Tax Certificate until the requestor claim it.	None	3 Minutes	<i>Administrative Assistant II Accounting Section</i>
	TOTAL	None	2 Hours 13 Minutes	

Under normal circumstances, the staff-in-charge can issue 4 Tax Certificates per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division</p>

	Local 121 – Human Resource Management and Development Division
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division</p>

	Local 121 – Human Resource Management and Development Division
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35. Issuance of Certificate of Liquidation for Special Disbursing Officers and Petty Cash Fund Custodians

Certificate of Liquidation are issued to Special Disbursing Officers or Petty Cash Fund Custodians needing this document that states that he/she was able to liquidate here previous advance/petty cash fund. The document is needed for the facilitation of a new cash advance or petty cash fund of staff.

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may Avail:		All DSWD FO III Special Disbursing Officers and Petty Cash Fund Custodians		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Tax Certification	1.1. Receive the request from the employee and check on alpha list for the applicable month/year being requested by the employee.	None	1 Hour	<i>Administrative Officer IV</i> Accounting Section
	1.2. Forward the tax certificate to the Regional Accountant for signature.	None	10 Minutes	<i>Regional Accountant</i> Accounting Section
2. Claim the requested Certificate of Liquidation to the Accounting Section.	2. File and safe keep the signed Certificate of Liquidation until the Special Disbursing Officer or Petty Cash Fund Custodian claim it.	None	3 Minutes	<i>Administrative Officer IV</i> Accounting Section
	TOTAL	None	1 Hour 13 Minutes	

Under normal condition, the staff-in-charge can issue 7 Order of Payment for refund of unused amount of Cash Advance per day.152

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resource Management and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance</p>

	<p>Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

36. Submission of Other Financial Related Reports – Cash Utilization Report as to Disbursements

Issuance of Certificate of Liquidation to Special Disbursing Officers for the grant of cash advances for the implementation of DSWD programs.

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may Avail:		DSWD FO III Project Focal Persons		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Cash Utilization Report	1. Receive the request of Cash Utilization Report and reconcile transactions in the Accounting Utilization Report with the Reports of Checks Issued (RCI) of the Cash Section.	None	2 Days	<i>Administrative Assistant II</i> Accounting Section
	1.1. Forward the Cash Utilization Report to the Regional Accountant for review and certification.	None	1 Hour	<i>Regional Accountant</i> Accounting Section
	1.2. Forward the Cash Utilization Report to the FMD-Chief for signature.	None	1 Day	<i>FMD – Chief</i> FMD DC Office
	1.3. Forward the Cash Utilization Report to the ARDA for signature.	None	1 Day	<i>Assistant Regional Director for Administration</i> Office of the ARD for Administration

	1.4. Send the soft copy thru e-mail and forward the hard copy of the signed Cash Utilization Report thru Records Section to the requesting party.	None	1 Hour	<i>Administrative Assistant II Accounting Section</i>
	TOTAL	None	4 Days, 2 Hours	

Under normal circumstances, the staff-in-charge can submit 1 Cash Utilization Report per month.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained

	<ul style="list-style-type: none"> - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@esc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

37. Processing of obligation request status

Obligation Request Status are processed for individuals needing this documents that states that the payment for the object indicated in the document is with available allotment and is included in the Work and Financial Plan of the requesting party.

Office or Division:	Budget Section – Regular and Special Programs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	* Government employees with financial claims * Government employees to be used in procurement process as to obligation based on contract			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Supporting Documents based on COA Circular 2012-001 re: Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions and Specific DSWD Guidelines depending on Program claim		Email us on budget.fo3@dswd.gov.ph for the documentary requirements should there be any clarification needed. Schedule of request: Monday – Friday, 7:00 AM – 6:00 PM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements together with the Obligation Request Status Form and other necessary supporting documents	1. Incoming staff will receive ORS from originating office and distribute to corresponding Fund Controller for review and obligation.	None	30 Minutes	<i>Administrative Assistant II</i> Budget Section
	1.1. The concerned Budget Fund Controller ¹⁵⁸ shall review and verify the availability of allotment and obligate based on the purpose of claim. Basis of Budget	None	1 Hour	<i>Fund Controller</i> Budget Section
	1.2. Fund Controller will be their registry/ database.	None	15 Minute	<i>Budget Officer III/ Budget Officer II</i> Budget Section
	1.3. The Obligation Request and Status Form will then be certified by	None	30 Minutes	<i>Administrative Assistant II</i> Budget Section

	the Budget Officer on Box B			
	1.4. Encoding of ORS to Data Based Forward ORS to Accounting Section for booking up.	None	15 Minutes	<i>Administrative Assistant II</i> Budget Section
	TOTAL	None	2 Hours 30 Minutes	

Under normal circumstances, Fund Controllers can process obligation of 10 ORS per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p>

	<ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

38. Issuance of certification of availability of funds

Certificate of Availability of Funds is issued to programs/projects needing this documents that states that the object of expenditure/s and amount in the documents is/are not yet

utilized and are still available. Certificate are issued for the facilitation of Modifications, Reallocation, or Withdrawal of Funds.

Office or Division:	Budget Section - Regular and Special Programs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	* Government employees with modification/reallocation request * Government employees to be used in procurement process as to availability of allotment/funds			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Communication Letter Request for Modification/ Reallocation/ Withdrawal of Funds which indicated amount in need of 161 certification.		Email us on budget.fo3@dswd.gov.ph for the request of modification/ reallocation/ withdrawal format Schedule of request: Monday – Friday, 7:00 AM – 6:00 PM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit request for Certificate of Availability of Funds to Concerned Budget Controller.	1. The concerned Budget Fund Controller shall prepare the Certification of Availability of Funds/Allotment	None	1 Hour	<i>Concerned Budget Fund Controller</i> Budget Section
	1.1. The Certification of Availability of Funds/Allotment will be reviewed by the Budget Officer II	None	30 Minutes	<i>Budget Officer II</i> Budget Section
	1.2. The Certification of Availability of Funds/Allotment will be certified by the Budget Officer III	None	30 Minutes	<i>Budget Officer III</i> Budget Section
	1.3. The Certification of Availability of Funds/Allotment will be signed as Noted by the ARD-Admin.	None	30 Minutes	<i>Assistant Regional Director for Administration</i> Office of the ARD for Administration

	1.4. Forward the CAF to requesting party.	None	15 Minutes	<i>Assigned Outgoing Budget Section</i>
	TOTAL	None	2 Hours, 45 Minutes	

Under normal circumstances, Fund Controllers can issue 8 CAFs per day.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A Client feedback form is offered every end of each transaction, answer the said form and drop it at the designated drop box located in front of each FMD Sections.</p> <p>Aside from this, a separate feedback form, located at the Public Assistance and Complaint Desk (PACD), may be filled up and dropped on the said area.</p> <p>Contact Information: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How feedbacks are processed	<p>The client survey form will undergo manual data entry in a weekly basis for processing, consolidation and submission to the Human Resource Management and Development Division for their evaluation.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
How to file a complaint	<p>Fill-out client grievance form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD) or in front of every Offices of the Finance Management Division.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information;</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence/s <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413</p>

	Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division
How complaints are processed	<p>The Human Resources and Development Division opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRDD Officer shall start the investigation and forward the complaint to the Division Chief of the Finance Management Division Chief to call the attention of the staff being complained and to request for the explanation/justification from the concerned staff.</p> <p>The Division will forward the Justification/ Explanation Letter or Division's actions/ efforts in resolving the complaint (if minor complaints) to the HRDD Office within 3 days upon receipt of the complaint.</p> <p>The HRDD Will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMDD Complaint Officer will then give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 961-2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: ro03.od@csc.gov.ph (045) 455-3240 to 45</p> <p>DSWD FO III: (045) 961 – 2413 Local 103 – Finance Management Division Local 121 – Human Resource Management and Development Division</p>

DSWD FIELD OFFICE 4A

Internal Services

1. Issuance of Office Supplies and Materials to Requesting Party / End-User

This pertains to the processing of issuance of available office supplies and materials to the requesting party/end-user within the department.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All regional and field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip (RIS)		Requesting party/end-user		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for issuance of supplies and materials	1.1. Check the availability of the supplies in the warehouse or through the stock card.	None	15-30 minutes (may be extended based on volume of transactions)	<i>Administrative Assistant II-PSS</i>
	1.2. Facilitate the approval of RIS.	None	5 minutes	<i>Administrative Assistant II-PSS</i>
	1.3. Issuance to the requesting party / enduser	None	30 minutes to 1 hour (based on the volume of transactions)	<i>Administrative Assistant II-PSS</i>
TOTAL:			1 hour, 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback through email at fo4a_sao@yahoo.com / lparante@dswd.gov.ph
How feedbacks are processed	Feedbacks are important to us. These are relayed to the concerned section for their appropriate and immediate action. These feedbacks are analyzed and forms part of our commendation or improvement of the section / staff in the performance of their duty.

How to file a complaint	Send complaints through email at dswd4a_sao@yahoo.com / lparante@dswd.gov.ph
How complaints are processed	Resolution on the complaints will be worked on for one (31) to three (3) days. (depends on the availability of the concerned staff being complain of and the Division Chief. Complainants shall be informed on the progress of the complaints.
Contact Information	(02) 8-807-4140

2. Issuance of PPE and Semi-Expendable Property to Requesting Party / End-User

This pertains to the processing of issuance of property and equipment to the requesting party/end-user within the department.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All DSWD IVA staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter of Request		<input type="checkbox"/> To be secured by the requesting staff or office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party/office will endorse their approved letter of request.	1.1. Check the availability of the property /equipment requested at the stockroom.	None	5 minutes s	<i>Designated Property Custodian-PSS</i>
	1.2. The Designated Property Custodian will record in the PREMIS the property details to be issued.	None	10 minutes	Designated Property Custodian-PSS
	1.3. Prepare PAR or ICS whichever is applicable for approval and put property sticker to the unit.	None	10 minutes	Designated Property Custodian/ Property Supply Officer

2. Sign PAR / ICS and wait for the issuance of the property	2.1. Issue the property to the requesting party/end-user	None	20 minutes	Designated Property Custodian-PSS
Total:		None	45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback through email at fo4a_sao@yahoo.com / lparante@dswd.gov.ph
How feedbacks are processed	Feedbacks are important to us. These are relayed to the concerned section for their appropriate and immediate action. These feedbacks are analyzed and forms part of our commendation or improvement of the section / staff in the performance of their duty.
How to file a complaint	Send complaints through email at dswd4a_sao@yahoo.com / lparante@dswd.gov.ph
How complaints are processed	Resolution on the complaints will be worked on for one (31) to three (3) days. (depends on the availability of the concerned staff being complain of and the Division Chief. Complainants shall be informed on the progress of the complaints.
Contact Information	(02) 8-807-4140

3. Issuance of Borrowed PPE and/or Semi-Expendable Property

This pertains to the processing of issuance of borrowed property and equipment to the requesting party/end-user within the department.

Office or Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	All DSWD IVA staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Equipment Borrower Slip (2 copies)		To be secured by the requesting staff at Admin forms corner.	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting staff will endorse his/her approved Equipment Borrower Slip (EBS) to PSS.	1.1. Check the availability of the unit/item in the database and stockroom.	None	10 minutes to 25 minutes (based on the volume of transaction)	<i>Designated Property Custodian-PSS</i>
2. Wait for the release of the borrowed equipment	2.1. The Property and Supply Officer will approve the request once available.	None	2 minutes	<i>Property and Supply Officer</i>
	2.2. The Designated Property Custodian will secure the other copy and issue the borrowed equipment to the requesting staff / end-user.	None	3 minutes	<i>Designated Property Custodian -PSS</i>
TOTAL			30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback through email at fo4a_sao@yahoo.com / lparante@dswd.gov.ph
How feedbacks are processed	Feedbacks are important to us. These are relayed to the concerned section for their appropriate and immediate action. These feedbacks are analyzed and forms part of our commendation or improvement of the section / staff in the performance of their duty.
How to file a complaint	Send complaints through email at dswd4a_sao@yahoo.com / lparante@dswd.gov.ph
How complaints are processed	Resolution on the complaints will be worked on for one (31) to three (3) days. (depends on the availability of the concerned staff being complain of and the Division Chief. Complainants shall be informed on the progress of the complaints.
Contact Information	(02) 8-807-4140

4. Facilitation of Property and Equipment Gate Pass

This pertains to the processing of issuance of borrowed property and equipment to the requesting party/end-user within the department.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All DSWD IVA staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass Slip (3 copies)		To be secured by the requesting staff to Property and Supply Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting staff will completely fill-up the complete information indicated in the Gate Pass Slip (3 copies) for recommending approval of his immediate supervisor.	1.1. Check the accuracy and completeness of information on the Gate Pass Slip for approval of the Property and Supply Officer	None	3 minutes	Designated Property Custodian-PSS
2. Wait for the release of the approved Gate Pass Slip (2 copies).	2.1. The Gate Pass Slip request will be approved for issuance to the requesting staff.	None	1 minute	Property and Supply Officer

	2.2. Secure one copy of the approved Gate Pass Slip and release the other 2 copies to the requesting staff for inspection of the guard on duty. (Note: One copy will be provided to the guard on duty by the requesting staff)	None	1 minute	Designated Property Custodian -PSS
TOTAL			5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback through email at fo4a_sao@yahoo.com / lparante@dswd.gov.ph
How feedbacks are processed	Feedbacks are important to us. These are relayed to the concerned section for their appropriate and immediate action. These feedbacks are analyzed and forms part of our commendation or improvement of the section / staff in the performance of their duty.
How to file a complaint	Send complaints through email at dswd4a_sao@yahoo.com / lparante@dswd.gov.ph
How complaints are processed	Resolution on the complaints will be worked on for one (31) to three (3) days. (depends on the availability of the concerned staff being complain of and the Division Chief. Complainants shall be informed on the progress of the complaints.
Contact Information	(02) 8-807-4140

5. Facilitate Repair

This pertains to the facilitation of minor by the requesting party/end-user within the department.

Office or Division:	General Services Section (GSS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)		
Who may avail:	All Division / Section		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

WITH AVAILABLE SUPPLIES AND MATERIALS				
1. Instant / Incident Report Form		Administrative Division – General Services Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instant / Incident Report Form (details completely filled-out)	1.1. Received completely filled-out form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	1.2. Validate Incident thru visiting / checking the area's concern	None	5 minutes	Clerk / AA I (GSS)
	1.3. Facilitation of signatories at the Incident Form	None	5 minutes	Clerk / AA I (GSS)
	1.4. Facilitation of Necessary actions as per Supervisor's directives	None	5 minutes	Clerk / AA I (GSS)
	1.5. Feedback / Update on the	None	30 minutes	Clerk / AA I (GSS)

	Status of Incident Reported			
TOTAL:		None	46 minutes	
WITHOUT AVAILABLE SUPPLIES AND MATERIALS – NO NEED FOR CANVASS				
1. Submit Instant / Incident Report Form (details completely filled-out)	1.1. Received completely filledout form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	1.2. Validate Incident thru visiting / checking	None	5 minutes	Clerk / AA I (GSS)

	the area's concern			
	1.3. Facilitation of signatories on Incident Form	None	5 minutes	Clerk / AA I (GSS)
	1.4. Facilitate Request for Inspection and Pre-Inspection Report	None	5 minutes 30 minutes	Clerk / AA I (GSS) Inspector
	1.5. Preparation of Purchase Request	None	5 minutes	Clerk / AA I (GSS)
	1.6. Facilitate signing, funding and approval of PR	None	1 day	Clerk / AA I (GSS)
2. Returned Approved Purchase Request	2.1. Purchase item / description needed	None	1 hour	Clerk / AA I / UW (GSS)
	2.2. Facilitation of repair	None	30 minutes	UW (GSS)
	2.3. Feedback / Update on the Status of Incident Reported	None	30 minutes	Clerk / AA I (GSS)
TOTAL:		1 day; 3 hours, 25 minutes		
WITHOUT AVAILABLE SUPPLIES AND MATERIALS – NEED FOR CANVASS				
1.1. Submit Instant / Incident Report Form (details completely filled-out)	1.1. Received completely filled-out form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	1.2. Validate Incident thru visiting / checking the area's concern	None	5 minutes	Clerk / AA I (GSS)

	1.3. Facilitation of signatories on Incident Form	None	5 minutes	Clerk / AA I (GSS)
	1.4. Facilitate Request for Inspection and Pre-Inspection Report	None	5 minutes 30 minutes	Clerk / AA I (GSS) Inspector
	1.5. Preparation of Purchase Request	None	5 minutes	Clerk / AA I (GSS)
	1.6. Facilitate signing, funding and approval of PR	None	1 day	Clerk / AA I (GSS)
	1.7. Approved Purchase Request to Procurement Section			Procurement
	1.8. Received Request for Quotation			BAC
	1.9. Facilitation of three (3) Canvass	None	5 days	Canvasser
	1.10. Endorsed complete canvass to BAC	None	5 minutes	Canvasser
	1.11. Facilitation of signing of AOC			BAC
	1.12. Facilitation of Purchase Order			Procurement
2. Received Approved PO	2.1. Serving PO to Supplier	None	5 minutes	Clerk / AA I
3. Delivered of Items	3.1. Facilitation of repair	None	30 minutes	UW (GSS)
	3.2. Feedback / Update on the Status of Incident	None	30 minutes	Clerk / AA I (GSS)

	Reported			
TOTAL:			6 days, 2 hours	

6. Facilitate Request for Use of Vehicle

This pertains to the facilitation of transportation request within the department.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All Division / Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Use of Vehicle Form		Administrative Division – General Services Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Use of Vehicle Form (details completely filled-out)	1.1. Received completely filled-out form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	1.2. Assist urgency of purpose	None	3 minutes	AO I
	1.3. Assigned driver and vehicles	None	3 minutes	AO I
	1.4. Updating of Calendar for Schedule of Vehicle Movement	None	3 minutes	AO I
	1.5. Forward request to supervisor for initial	None	3 minutes	AO I / Section Head (GSS)
	1.6. Forward preapproved request to SAO for approval	None	5 minutes	AO I / Clerk / AA I / SAO

	1.7. Informed requesting party on the update / status of request	None	5 minutes	AO I
	1.8. Facilitation of Trip Ticket per approved request including signing	None	15 minutes	AO I
	1.9. Recording of Trip Ticket in the record logbook for verification purposes	None	5 minutes	AO I
	1.10. Informed drivers on their trip schedule for the next day	None	5 minutes	AO I
	1.11. Collecting Trip Ticket vis-à-vis Request for Use of Vehicle	None	5 minutes	AO I
TOTAL:		None	53 minutes	

7. Facilitate Request to Stay / Sleep in The Regional Office

This pertains to the facilitation of Request to Stay / Sleep in the Regional office.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All Division / Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Stay / Sleep in the Center		Administrative Division – General Services Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Request for Use of Vehicle Form (details completely filledout)	1.1. Received completely filledout form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	1.2. Evaluate request as to urgency	None	3 minutes	AO I
	1.3. Pre-approved request	None	3 minutes	Section Head (GSS)
	1.4. Approved Request	None	3 minutes	SAO
	1.5. Update requesting party on the status of request	None	5 minutes	Clerk / AA I
TOTAL:		None	15 minutes	

8. Facilitate Request to Use Conference Room

This pertains to the facilitation of Request to Use Conference Room.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All Division / Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Use of Conference Room		Administrative Division – General Services Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Use of Vehicle Form (details completely filled-out)	1. Received completely filled-out form signed by the requesting party	None	1 minute	Clerk / AA I (GSS)
	2. Check number of participants and its purpose	None	2 minutes	Clerk / AA I

	3. Recommend room to be used	None	2 minutes	Clerk / AA I
	Approval request of	None	5 minutes	Section Head (GSS)
	Updating Calendar of Activities	None	3 minutes	Clerk / AA I
	Informing requesting party on the status of request	None	3 minutes	Clerk / AA I
TOTAL:		None	16 minutes	

9. Processing of Claims for Travel Expenses of Staff

This pertains to the processing of claims for the travel expenses of staff incurred during official travel while performing their duties and responsibilities.

Office or Division:	Financial Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All DSWD IVA staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Itinerary of Travel		Field Office		
Certificate of Appearance		LGU/Barangay Officials, Beneficiary		
Plane/Bus Tickets		Transportation Company		
Travel Order		Field Office		
Travel Request		SWAD; POOs		
CERR		Field Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims for travelling expenses	1.1. Incoming of TE claim and record in the google sheet for financial transaction	None	1 minute	AA II
	1.2. Forward to Fund Focal to check availability of funds	None	3 minutes	AA III/AO II

	1.3. Allocate funds, assign ORS number and forward to Budget Officer	None	4 minutes	AA III/AO II
	1.4. Review and certify availability of allotment	None	3 minutes	AO V
	1.5. Forward to Fund Focal for outgoing to accounting section	None	1 minute	AA II/AA III
	1.6. Receive, record DV	None	2 minutes	Clerk II
	1.7. Forward to reviewing staff	None	5 minutes	AA III
	presence of supporting documents			
	1.8. Assigning of DV number and JEV	None	3 minutes	AA III
	1.9. Review	None	2 minutes	AA III
	1.10. availability of cash allocation			
	1.11. Final review and certify availability of cash allocation	None	3 minutes	Accountant III
	1.12. Forward DV to Approving authority's assigned staff	None	6 minutes (considered the distance from one bldg. to other bldg.)	AA III
	1.13. Approval of DV	None	3 minutes	DC concerned, ARDA, ARDO and RD
	1.14. Forward DV to Cash Section	None	6 minutes (considered the distance from one building to othe)	Assigned staff of the approving authority
	1.15. Encoding to FINDES	None	5 minutes	AA II/AA III
	1.16. Review database report and payroll register	None	5 minutes	AO III/AO V

	1.17. Preparation of Check	None	3 minutes	AA II/AA III
	1.18. Preparation of ACIC	None	2 minutes	AA II/AA III
	1.19. Approval of ACIC	None	2 minutes	AO III/CAO
	1.20. Forward Checks for signature	None	2 minutes	AO III/AO V/CAO
	1.21. Forward checks for countersigning	None	2 minutes	SAO/ARDA
	1.22. Forward to servicing bank for crediting to account of claimant	None	30 minutes (considered the travel time)	AA III
TOTAL			2 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback through email at fo4a_management@yahoo.com / lbpajreja@dswd.gov.ph
How feedbacks are processed	Feedbacks are important to us. These are relayed to the concerned section for their appropriate and immediate action. These feedbacks are analyzed and forms part of our commendation or improvement of the review processes and staff's performance of their duty.
How to file a complaint	Send complaints through email at dswd4a_management@yahoo.com / lbpajreja@dswd.gov.ph
How complaints are processed	Resolution on the complaints will be worked on for one (1) to three (3) days. (depends on the availability of the concerned staff being complain of, Section Head and Division Chief. Complainants shall be informed on the progress of the complaints.
Contact Information	(02) 807-1518

10. Submission of Application for Vacant Position

The vacant position/s in the Department is/are posted in the DSWD Website, DSWD and Civil Service Commission (CSC) Bulletin Boards. The employment status of the posted vacancies is indicated to be Permanent, Contractual, Casual, or Contract of Service (COS).

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
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Classification:	Complex (Multi-Stage Process)	
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)	
Who may avail:	All interested applicants (Internal)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<input type="checkbox"/> Application letter addressed to the Head of Human Resource Management and Development Division		Internal Applicant
<input type="checkbox"/> Duly accomplished Personal Data Sheet and Work Experience Sheet/ Comprehensive Resume		Internal Applicant
<input type="checkbox"/> Transcript of Records/Diploma		Internal Applicant/Graduated School or University
<input type="checkbox"/> Copy of Certificate of relevant trainings and seminars attended (if applicable)		Internal Applicant
<input type="checkbox"/> Copy of Certified duly signed Individual Performance Contract Rating (IPCR) or its equivalent for external applicants with		Internal Applicant

a Very Satisfactory rating during the last period (if applicable)				
<input type="checkbox"/> Copy of Civil Services and/or PRC License ID/Board Rating (if applicable)		Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving practice of profession.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Posting of Notice of Vacancy in three (3) conspicuous places in DSWD FO and DSWD Website; submission of request for publication to CSC Bulletin of Vacant Positions and JobStreet.	None	10 days	HRMDD-HRPPMS Recruitment, Selection and Placement

Submit the application/set of documents to HRMDDHRPPMS	Receive the application/ documents by the client/applicant	None	15 minutes (counted as 1 day)	Internal Applicant
Upon the closing/ deadline of submission of applications, wait for the result of HRMDS evaluation on your application	Evaluation of applications based on the CSC Minimum Qualification Standard of the position	none	3 days (may be extended based on the volume of applications)	HRMDDHRPPMS
<ul style="list-style-type: none"> - Qualified applicants shall receive invitation for the Initial Qualifying Test (IQT) - Not qualified applicants, shall receive a regret letter 	Invitation to the Qualified Applicants for the Initial Qualifying Test	None	3 days (may be extended based on the volume of applications)	HRMDD-HRPPMS
Qualified Applicants to take the IQT	IQT Administration	None	1 hour (counted as half day)	HRMDD-HRPPMS
- Shortlisted applicants who passed the IQT shall proceed for the Technical/ Special Exam	Technical/Special Exam Administration	none	3 Hours (counted as half day)	HRMDSHRPPMD
	<p>Hiring OBSU to check the applicants' technical exam answer sheets.</p> <p>Applicants who passed the cut-off score will be invited for a Panel Interview.</p>	none	3 days	Hiring Office/Bureau/ Service/Unit (OBSU)

Initial Shortlisted Applicants to attend Panel Interview	Actual Panel Interview	none	1 hour (may be extended based on the number of applicants) (counted as 1 day)	Hiring Office/Bureau/Service/Unit (OBSU)
	Submission of HRMPSB Resolution to Regional – Human Resource Merit Promotion and Selection Board (ROHRMPSB)	none	5 days	Hiring Office/Bureau/Service/Unit (OBSU)
	Endorsement of ROHRMPSB resolution with the final shortlist of applicants for final action/selection of the Appointing Authority	None	5 days (may be extended based on the Appointing Authority's schedule and availability)	Appointing Authority
	Issuance of Appointment/Memorandum of Agreement	None	7 days (may be extended based on the Appointing Authority's schedule and availability)	Appointing Authority HRMDD-HRPPMS
TOTAL		40 days	<i>May be extended depending on the volume of transactions handled</i>	

11. Issuance of Certifications

This process involves provision of requested certifications based on their needs.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Request for Certifications		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for certifications	1.1. Receives the request by the clients/staff	None	10 minutes	HRMDD-HRPPMS
	1.2. Checks the completeness/correctness of the information provided in the request form	None	10 minutes	HRMDD-HRPPMS
	1.3. If the reference documents are not readily available, informs requesting party that requested document/s be available.	None	3 days	HRMDD-HRPPMS
	1.4. Issues Certifications	None	10 minutes	HRMDD-HRPPMS
	1.5. Reviews and initial the COE	None	15 minutes	HRMDD-HRPPMS
	1.6. Approves and signs certifications	None	5 minutes	HRMDD-HRPPMS
	1.7. Informs the requesting party that the document is already available	None	5 minutes	HRMDD-HRPPMS

2. Claims/receives the requested documents			5 minutes	Client/requesting party
TOTAL			3 days, 1 hour	

12. Issuance of Clearance Certificates

This process involves securing Clearance Certificates to ensure settlement and/or proper turn-over of money, property and legal accountabilities.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Turn-over of documents		Client/staff		
<input type="checkbox"/> Divisions/Center/POO Clearance		Client/staff		
<input type="checkbox"/> Furniture and Equipment Transfer Slip (FETS)		Client/staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements	1. Receives the document	None	10 minutes	HRMDD-HRPPMS
	2. Checks the completeness/correctness of the information provided in the request form	None	10 minutes	HRMDD-HRPPMS
	3. Print and Issue the Regional Clearance Certificate	None	20 minutes	HRMDD-HRPPMS

2. Receives and facilitate the signing of the Regional Clearance Certificate		None	7 days (may be extended based on the signatories schedule and availability)	HRMDD-HRPPMS
3. Submit and provide copy of the signed Regional Clearance Certificate	1. Receives the signed and approved Regional Clearance	None	15 minutes	HRMDD-HRPPMS
	2. Issue copy of the approved Regional Clearance Certificate	None	5 Minutes	HRMDD-HRPPMS
4. Receives copy of the approved Regional Clearance Certificate		None	5 minutes	HRMDD-HRPPMS
TOTAL			7 days, 1 hour, 5 minutes	(May be extended depending on the completion of signatures)

13. Issuance of Anti-Graft and Anti-Corruption Clearance

This process involves securing clearance as requirements for claims such as retirement, availment of scholarship and other claims.

Office or Division:	Human Resource Management and Development Division Welfare Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)	
Who may avail:	All interested applicants (Internal)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<input type="checkbox"/> Request for Certifications		HRMDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of request	1.1. Acceptance of Request letter	None	15 minutes	Officials and staff
	1.2. Verification if the employee has no AG-AC case	None	30 minutes	HRMDD-HRWS
	1.3. Issuance of Certification	None	30 minutes	HRMDD-HRWS
TOTAL			1 hour, 15 minutes	

14. Schedule of Conduct of Annual Physical Examination

The Annual Physical Examination (APE) is an inclusion in the health card benefits offered by the service provider. Health card holders are able to avail free medical examinations from accredited providers.

Office or Division:	Human Resource Management and Development Division – Welfare Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)			
Who may avail:	All interested applicants (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Request with schedule		Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<input type="checkbox"/> Dissemination of HMO schedule forms through email and IPM	None	30 minutes	HRMDD-HRWS
1. Accomplishment of APE request form	1. Consolidation of schedule and preferred clinic requests by the Division clerks/ POO Administrative	None	2-3 days	Officials and staff/ Division AAs

	Assistants			
	2. Consolidation of schedule and preferred clinic requests by the HRMDD	None	1 day	Officials and staff
	3. Endorsement to the SWEAP-CO for HMO approval of preferred provider and date	None	1 day	HRMDD-HRWS
	4. Dissemination of approval/non-approval of preferred clinics to the concerned staff	None	3-5 days	HRMDD-HRWS
TOTAL			10 days , 30 minutes	

15. HMO Claims

This refers to the reimbursement and claims based on the approved terms and conditions between the Department and Medical Service Provider.

Office or Division:	Human Resource Management and Development Division – Welfare Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employee)	
Who may avail:	All interested applicants (Internal)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<input type="checkbox"/> Accomplished Form Claims Reimbursement		HRMDD – HRWS
<input type="checkbox"/> Medical Certificate indicating the diagnosis & procedure done (if any)		Claimant
<input type="checkbox"/> Charge Slips or detailed itemized		

breakdown of charges (charges per item paid)		Claimant		
<input type="checkbox"/> Original receipt		Claimant		
<input type="checkbox"/> Police Report for cases of assault & vehicular accidents)		Police/Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Accomplish claim forms and submission of requirements/ documents	1.1. Consolidation and checking of submitted documents	None	1 day	Officials and staff
	1.2. Endorsement to the SWEAP-CO through email	None	1 day	HRMDD-HRWS
	1.3. Endorsement to the SWEAP-CO through the Records Management Section	None	1 day	HRMDD-HRWS
	1.4. Evaluation of documents and attachments and processing of claims	None	10 days	SWEAP CO
	1.5. Acceptance of check and endorsement to the concerned staff	None	1-2 days	HRMDD-HRWS
2. Accomplish claim forms and submission of requirements/ documents	2.1. Consolidation and checking of submitted documents	None	1 day	Officials and staff
TOTAL			16 days	

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

The CLC is issued to current Officials and employees in the DSWD FO IV A CALABARZON, which certifies their unenjoyed leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and encode the details of the Leave Ledger in the Electronic Leave Card	none	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	Personnel Administration Section Focal Person
	Review the Electronic Leave Card vis-à-vis the Leave Ledger/ card	none	1 day and 4 hours	
	Reprinting of the corrected Electronic Leave Card, if errors are found. Encode the	none	3 hours and 30 minutes	

	needed details to the CLC, print the issuance and attach the necessary documents			
	Review and Sign/initial the printed ELC and the CLC	none	2 days	PAS Focal PAS Section Head OIC/Chief, HRMDD
	Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the CLC issued	Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger/ card

17. Issuance of Certificate of Employment (COE) to Current Officials,

Employees and Contract of Service (COS) Workers

The COE is issued to current Officials, employees, and COS Workers in the DSWD FO IV A CALABARZON, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well, if needed</i>) and submit to PAS	Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and check the FILE 201 if needed.	none	2 days, 5 hours (<i>may take longer hours depending on the period of retrieving files, if needed</i>)	Personnel Administration Section Focal Person
	Encode/check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	Review and Sign/initial the COE	none	2 hours	PAS Section Head OIC/Chief, HRMDD
	Inform the client that COE is ready (either	none	10 minutes	Personnel Administration Section

	through chat, e-mail or phone call)			Focal Person or Incoming/Outgoing Clerk
Get the COE issued	Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

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

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish HRMDD-PAS Request Form (<i>write contact details as well, if needed</i>) and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

Wait for advice of the Personnel Officer assigned	Review the documents submitted and encode the details of the Leave Ledger or Electronic Leave Card	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Administration Section Focal Person
	Review the Electronic Leave Card vis-à-vis the Leave Ledger/ card and Service Record	none	1 day and 4 hours	
	Reprinting of the corrected Electronic Leave Card, if errors are found and reflect to Service Record. Encode details to the Certificate of LWOP, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	Review and Sign/initial the printed ELC and the Certificate of LWOP	none	2 days	PAS Focal PAS Section Head OIC/Chief, HRMDD
	Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the Certificate of LWOP issued	Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

TOTAL	none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger
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19. Issuance of Certificate of Compensatory Overtime Credits (COC) Balances to Current Employees and Contract of Service (COS) Workers

The COC Balance Certificate is issued to current employees and Contract of Service (COS) Workers in the DSWD FO IV A CALABARZON, which certifies their unenjoyed compensatory overtime credits for the preceding months.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted and check the previous CDO applications and Electronic Leave Card (for Officials/employees) and update the COC monitoring form	none	2 days	Personnel Administration Section Focal Person
	Encode/check details to COC, print the issuance and attach the necessary documents	none	1 hour	

	Review and Sign/initial the COC	none	6 hours and 30 minutes	PAS Section Head OIC/Chief, HRMDD
	Inform the client that the COC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the COC issued	Provide one originally signed COC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

20. Issuance of Certificate of Compensatory Overtime Credits (COC) to Current Employees and Contract of Service (COS) Workers

The COC is issued to current employees and Contract of Service (COS) Workers in the DSWD FO IV A CALABARZON, which certifies their overtime services rendered from the preceding month.

Office or Division:	Personnel Administration Section (PAS)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Duly approved Overtime Accomplishment Report 2. Copy of Daily Time Record 3. Copy of Special Order 4. Duly signed Certification of Accountability of the Division Chief (Non-claim of Travel expense with per diem, if</td><td>PAS Receiving Area Client</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Duly approved Overtime Accomplishment Report 2. Copy of Daily Time Record 3. Copy of Special Order 4. Duly signed Certification of Accountability of the Division Chief (Non-claim of Travel expense with per diem , if	PAS Receiving Area Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Duly approved Overtime Accomplishment Report 2. Copy of Daily Time Record 3. Copy of Special Order 4. Duly signed Certification of Accountability of the Division Chief (Non-claim of Travel expense with per diem , if	PAS Receiving Area Client				

OT services rendered is outside the workstation or in official business)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to PAS the complete requirements	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the documents submitted, (return to respective office if the submitted documents is not complete)	none	4 hours	Personnel Administration Section Focal Person
	Encode the date and time of authorized overtime services to OT computation template	none	1 day and 7 hours	
	Print the computation of OT and attach the necessary documents to be check by counterpart PAS employees	none		Counterpart Personnel Administration Section Focal Person
	Reprint, if with correction, if none, prepare and print the COC earned	none		Personnel Administration Section Focal Person
	Review and Sign/initial the COC	none	6 hours and 30 minutes	PAS Section Head OIC/Chief, HRMDD
	Inform the client that the COC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk

Get the COC issued	Provide one originally signed COC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

21. Issuance of Service Record (SR) for Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD FO IV A CALABARZON Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well, if needed) and submit to PAS	Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Wait for advice of the Personnel Officer assigned	Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Administration Section Focal Person

	Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	
	Review and Sign/initial the SR	none	3 hours (depending on the availability of signatories)	PAS Section Head OIC/Chief, HRMDD
	Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section Focal Person or Incoming/Outgoing Clerk
Get the SR issued	Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 Days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Kindly accomplish the <i>Customer Feedback Form</i> and place at the drop box located in front of the Guard House Receiving Area.</p> <p>Telephone: (02) 8807-1518 E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p>

	<p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: (02) 8807-1518</p> <p>E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form</i> and place at the dropbox located in front of the Guard House Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with HRMDD - Name of Person complained of - Reason for complaint
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (02) 807-1518</p> <p>E-mail: dswdfo4a_hrdu@yahoo.com; mjjmollenido@dswd.gov.ph</p>
Contact Information of ARTA, PCC, and CCB	<p>ARTA: complaints@arta.gov.ph</p> <p>1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

DSWD FIELD OFFICE 4B

Internal Services

1. Request for Airline Booking

This process covers the request for airline booking for the official travel of officials and employees of DSWD as well clients if necessary.

Office or Division:	Administrative Division- General Services Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Internal Staff
CHECKLIST OF REQUIREMENTS	
1. Approved Ticket Booking Request 2. RTO/RSO/RAO	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request for Airline Booking	<p>1.1 Receive and check completeness of documents (Approved Ticket Booking Request and Approved RTO submitted by Requesting Unit)</p> <p><i>Notes: Documents shall be submitted to GSS five (5) working days before the travel.</i></p> <p><i>Request shall be returned to Requesting Unit if:</i></p> <ul style="list-style-type: none"> <i>a. Incomplete Signatories;</i> <i>b. No approved RTO and/or RSO; and</i> <i>c. No available Travel Fund</i> <p>Note: Booking is subject to the availability of the airline and travel fund.</p> <p>Certification of no travel fund or insufficient travel fund is immediately issued upon receipt of the booking request and travel fund still not available.</p> <p>Note: Incomplete forms shall be</p>	None	2 minutes	<i>Admin Staff Incoming</i>

	returned to Requesting Unit.			
	1.2 Check availability of Existing Travel Fund/Credit Limit using the accounts of both airlines. Note: GSS shall issue a Certification if there is no available Travel Fund (This Certification can be used to request for cash advances and/or reimbursement of travel expenses of the Requesting Unit).	None	2 minutes	<i>Admin Staff</i>
	1.3 Forward request to Head, GSS for initial	None	1 minute	<i>Admin Staff/GSS Head</i>
	1.4 Initial on request and return the same to AO II for booking	None	2 minutes	<i>GSS Head/Admin Staff</i>
	1.5 Book the ticket based on date and time indicate on the request.	None	2 minutes	<i>GSS Head /Admin Staff</i>
	1.6 Forward the request and itinerary to ARDA for signature/approval	None	5 minutes	<i>Admin Staff/ARDA</i>
	1.7 Sign/approve the request and itinerary, return the same to AO II, GSS	None	2 minutes	<i>Admin Staff</i>
2.Receive the approved ticket booking	2.1 Forward the approved request to Requesting Unit thru email or logbook.	None	3 minutes	<i>Admin Staff</i>
	2.2 Update the GSS Tracker	None	2 minutes	<i>Admin Staff</i>
TOTAL			21 minutes	

2. Request for Cancellation of Airline Booking

This process covers the request for the cancellation of airline booking for the official travel of officials and employees of the department.

Office or Division:	Administrative Division- General Services Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Internal Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Cancellation Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Request for Cancellation	1.1 Receive the approved cancellation request of Requesting Unit <i>Note: Request for Approval of Cancellation shall be signed/approved by the Regional Director.</i>	None	3 minutes	<i>Admin Staff Incoming</i>
	1.2 Cancel the booked flight on the airlines website. Inform the end user on the cancelled flight	None	2 minutes	<i>Admin Staff</i>
TOTAL			5 minutes	

3. Request for Disposal of Unserviceable Properties

Once property items become unserviceable for any cause or no longer needed, the accountable officer shall immediately return the same to the Property and Supply Section for disposal.

Office or Division:	Administrative Division- Property and Supply Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	DSWD FO MiMaRoPa Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory and Inspection Report of Unserviceable Property (IIRUP) or Waste Material Report (WMR) Pictures of the property requested for disposal		Designated Property of Officer of the Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
1. Submit accomplished IIRUP	1. Receive, check for completeness and record the submitted Inventory	None	1 day	<i>AO III/ Administrative Aide IV, PSS</i>

<p>or WMR to Property and Supply Section together with the endorsement from ICTMS if the property for disposal is an IT equipment. Both report must be accompanied by printed pictures of the property requested for disposal.</p>	<p>and Inspection Report of Unserviceable Property (IIRUP) or Waste Material Report (WMR) by the Accountable Officer/Office</p> <p>2. Endorsed the checked documents to Regional Property Disposal and Awards Committee (RPDAC)</p>			
	<p>3. Conduct inspection of the disposable properties.</p> <p>4. If found that the disposable properties as having economic value, each member shall prepare their respective appraisal report taking into consideration all the factors to be able to set the minimum value in case of public bidding.</p> <p>5. In case of conflict in appraisal, they shall deliberate on the appropriate appraised value which will become the minimum bid price.</p> <p>6. Shall set the final appraised value of all the disposable property considering the following:</p> <p>6.1. Obsolescence;</p> <p>6.2. Market demand;</p>	None	2-3 days	RPDAC

	6.3. Physical Condition; and 6.4. The result of previous bidding for similar property.			
	7. Prepare a Resolution for recommendation on the mode of disposal for the approval of the Regional Director.			
	8. Prepare a disposal program/schedule and submit for approval to the Regional Director. Copy furnish the RPDAC and COA Auditor and/ Internal Audit Service (IAS) at least 5 days before the scheduled date.	None	1 hour	<i>Secretariat, PSS</i>
	9. Shall undertake the disposal activity with the presence of COA Auditor or his/her duly authorized representative and/or representative from the Internal Audit Section (IAS).	None	19 days to 30 days	<i>RPDAC/ Secretariat</i>
	10. Shall surrender the original copy of standard reposting forms to Accounting Division as basis for dropping the property from the book of accounts and for taking up the proceeds from the sale of property.	None	1 day	<i>AO III/ Head, PSS</i>
TOTAL			25-36 days	

4. Request for Facilitation on the Relief from Property Accountability (In Case of Lost/Damage Property)

Whenever warranted or when the loss or damage to property is caused by fire, theft or other casualty or force majeure, the accountable officer may, in accordance with COA Circular No. 92-751, request the Commission on Audit to relieve him/her from property accountability.

Office or Division:	Property and Supply – Administrative Division
Classification:	Complex
Type of Transaction:	G2C – Government to Government
Who may avail:	DSWD FO MIMAROPA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>(Within 72 hours from the occurrence)</i></p> <ol style="list-style-type: none"> 1. Accomplished Report of Lost, Stolen, Damaged, Destroyed Property 2. Initial Incident Report <p><i>(Within 30 days)</i></p> <ol style="list-style-type: none"> 1. Affidavit executed by the accountable office/person stating the following facts: <ol style="list-style-type: none"> 1.1. Property lost and its valuation; 1.2. Actual date in which the absence was first noted; 1.3. Manner of disappearance; 1.4. Efforts put to recover the same; and 1.5. Provisions made to safeguard the property; 1.6. Date when the loss was reported to the COA Auditor and the police authorities 2. Joint affidavit of two (2) disinterested persons cognizant of the facts and circumstances about the loss. In case it is not possible to obtain the statement of two (2) persons and only one is available or none at all, such fact should be set forth in the affidavit of the person requesting relief, giving reason/s therefore. 3. If applicable, final police report/showing the steps taken by the police authorities to recover the property lost and the apprehend the suspect/s, and the present status of the case. 4. Comments or recommendations of the Regional Director. 5. Certification from Police/Fire/Chief/Provincial Governor/Mayor or other competent authority as to the destruction brought by the natural calamity and/insurgency. 6. Inspection Report on the extent of the damage of insured 	Accountable Person/Office

property. 7. Copy of Property Accountability Receipt (PAR)/ICS covering the lost property				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Report of Lost, Stolen, Damaged, Destroyed Property (Exhibit 6) from the accountable officer/employee/COS worker having custody thereof, copy furnished COA and Asst. Regional Director or the Regional Director. <i>Note: Notification must be done within 72 hours from the occurrence of loss. Request for the relief must only be facilitated whenever warranted or when the loss or damage to property is caused by fire, theft, or other casualty or force majeure.</i>	1. Received the Report of Lost, Stolen, Damaged, Destroyed Property (Exhibit 6) from the accountable officer/employee/COS worker having custody thereof. 2. Draft proper endorsement and forward the documents with recommendation from the Regional Director to COA	None	30 minutes	Head, PSS
	3. Within 30 days from the occurrence of loss, the accountable officer/employees/COS worker may present his/her application for relief to	None	30 days	Accountable Officer, Head, PSS

	COA Auditor with other required documents as stated in the requirements .			
	4. Receive the documents for review and deliberate on the request for the relief of accountability. <i>Note: COA may ask for additional requirements if deemed necessary</i> 5. Issue a memo for the decision whether the request was approved or denied to the accountable person/office, copy furnished the Regional Director and PSS.	None	2 days	COA
TOTAL			30 -33 days, 30 minutes	

5. Request for Issuance and Approval of Equipment Borrower's Slip

This process is intended for the request for the issuance and approval of Equipment Borrower's Slip. A property may be loaned by one accountable officer to another, or to COS/MOA workers, including consultants/technical specialist. The EBS shall establish accountability over the properties borrowed. This accountability shall only cease upon return thereof to the accountable officer or to PSS.

Office or Division:	Administrative Division-Property and Supply Section
Classification:	Simple
Type of Transaction:	G2C – Government to Government

Who may avail:		DSWD FO MIMAROPA Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Equipment Borrower's Slip		Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party to prepare and completely fill out EQUIPMENT BORROWER'S SLIP.	1. Receive, check for completeness and record the submitted triplicate copy of BORROWER'S SLIP from the requesting party. 2. Endorsed the checked documents to Head, PSS.	None	5 minutes	AO III/ Administrative Aide IV, PSS
	3. Sign and approve the BORROWER'S SLIP of the requesting party.	None	5 minutes	Head, PSS
	4. Present the GATE PASS to the Guard-on-duty upon check-out of the item. 5. Secure the 1 st copy (white) for PSS file, give the 2 nd copy (yellow) to the borrower and the 3 rd copy to the accountable officer/office lending the item.		3 minutes	Requesting Staff
TOTAL			13 minutes	

6. Request for the Issuance of Gate Pass

This process is intended for the request for the issuance and approval of gate pass. Properties to be used outside the DSWD Office shall be accompanied by pre-numbered Gate Pass in triplicate copies.

Office or Division:	Administrative Division-Property and Supply Section
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	DSWD FO MiMaRoPa Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Gate Pass		Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party to prepare and completely fill out GATE PASS. <i>Note: Make sure to bring the item for the validation purpose.</i>	1. Receive, check for completeness and record the submitted triplicate copy of GATE PASS from the requesting party. 2. Endorsed the checked documents to Head, PSS.	None	5 minutes	AO III/ Administrative Aide IV, PSS
	3. Sign and approve the GATE PASS of the requesting party.	None	5 minutes	Head, PSS
	4. Present the GATE PASS to the Guard-on-duty upon check-out of the item. 5. Secure and keep the 3 rd copy (yellow) and leave the 1 st copy (white, PSS copy) and 2 nd copy (pink, guards file) to the Guard-on-duty. <i>Note: Ensure to let the Guard-on-duty validate their copy upon return of the item.</i> 6. Ensure confirmation of the requesting party on the completion of the items by signing the RIS. Provide the copy of the RIS to requesting party and the other copy for PSS file.		3 minutes	Requesting Staff

TOTAL		13 minutes	
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7. Request for Issuance of Office Supplies

This process is intended for the request for the issuance of office supplies.

Office or Division:	Administrative Division-Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	DSWD FO MiMaRoPa Employee			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Requisition and Issuance Slip (RIS) (2 copies) Copy of the Approved PPMP	End-User			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party to prepare and completely fill out two (2) copies of Request and Issue Slip (RIS) with the following basic requirements: a) Quantity b) Unit of Measurement (unit, set, piece, etc.) c) Size & Shape (length, width, height, etc.) d) Material, Fabric, Texture, etc.; e) Color e) Part No. (for toner/ink) f) Warranty Period, After-sales Service, etc. g) Delivery Site & Contact	1. Receive, check for completeness and record the submitted RIS from the requesting party. Check the inventory of office supplies and confirm stock availability Endorsed the checked documents to Regional Property Disposal and Awards Committee (RPDAC). 2. Endorsed the checked documents to Head, PSS	None	5 minutes	AO III/ Administrative Aide IV, PSS

Person h) Other relevant specifications / description. Attach the approved PPMP for the current year				
	3. Sign and approve the RIS of the requesting party.	None	5 minutes	Head, PSS
	4. Issue the specified items based on the specification and quantity of the requesting party. 5. Sign the RIS upon completion of the issuance. 6. Ensure confirmation of the requesting party on the completion of the items by signing the RIS. Provide the copy of the RIS to requesting party and the other copy for PSS file.		15 minutes	AO III/ Administrative Aide IV, PSS
TOTAL			20 minutes	

8. Request for Repair of Facilities

This process covers the request for the repair of damaged facilities of the office.

Office or Division:	Administrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre –Inspection Report 2. Picture of the Item to be repaired if needed				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING	PERSON

		TO BE PAID	TIME	RESPONSIBLE
1. Submission of Pre-Inspection Report	1.1 Receive the approved Pre-Inspection Report of Requesting Unit <i>Note: Incomplete form shall be returned to Requesting Unit.</i>	None	2 minutes	<i>Admin Staff Incoming</i>
	1.2 Endorse the accomplished report to Inspector for verification	None	2 minutes	<i>Admin Staff</i>
	1.3 Verify the problem stated in the Pre-Inspection Report and forward the same to Chairman, Inspection Committee for approval		10 minutes	<i>Admin Staff/Inspection Committee</i>
	1.4 Approve the Pre-Inspection Report and return the same to Requesting Unit for submission to GSS		5 minutes	<i>Chairperson, Inspection Committee</i>
	1.5 Receive approved report from Requesting Unit		2 minutes	<i>Admin Staff</i>
	If facility is repairable by Utility Staff:			
	1.6 Notify the Utility Staff for proper action <i>Note: If the material needed for repair is not available, AO II, GSS shall prepare PR for purchase of the said materials.</i>		5 minutes	<i>GSS Head/Admin Staff</i>
	If facility is unrepairable by Utility Staff:			
	1.7 Prepare PR for Service Provider and contact possible service provider to check the extent of the damage. (Note: This includes on site validation /check-up of the possible service provider)		3 days	<i>Admin Staff</i>

	1.8 Sign the PR and forward the same to RD for approval.		5 minutes	<i>GSS Head/Admin Staff/RD</i>
	1.9 Receive the approved PR from RD with attachments and forward the same to Procurement Section for proper action. Note: With separate Business Process on Procurement		5 minutes	<i>Admin Staff</i>
TOTAL			3 days and 36 minutes	

9. Request for the Replacement/Reimbursement /Repair of Lost or Damaged Equipment or Properties

This process is intended for the request for the replacement/reimbursement/repair of properties where the lost/damage occur in circumstances other than those mentioned in Letter D (REQUEST FOR THE FACILITATION ON THE RELIEF FROM PROPERTY ACCOUNTABILITY) where loss or damage may be credited.

Office or Division:		Administrative Division-Property and Supply Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Government		
Who may avail:		DSWD FO MIMAROPA Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property indicating initial Incident Report. 2. Copy of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) of the property for replacement.		Designated Property Officer (DPO) of the Division/Accountable Officer/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of	1. Received the request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property from the accountable	None	5 hours	<i>Head, PSS</i>

damaged property from the accountable officer/employee/ COS worker having custody thereof. <i>Note: The request must be submitted within thirty (30) days from the occurrence of loss.</i>	officer/employee/COS worker having custody thereof. 2. Draft proper endorsement and forward the documents with recommendation from the Regional Director to COA			
	3. Received the endorsed documents for approval and/or appropriate resolution.	None	1 day	Regional Director
	4. Provide copy of the resolution to the requesting accountable officer/office, a copy for the personnel section and/or Cash Section for appropriate action. 5. File copy of documents in PSS.		5 minutes	PSS
TOTAL			1 day, 5 hours and 5 minutes	

10. Request for the Use of Conference Room

This process covers the request for the use of conference room in the office.

Office or Division:	Administrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of Request Form	1.1 Receive the accomplished Request Form	None	1 minute	<i>Admin Staff Incoming</i>
	1.2 Check the availability of requested date of Requesting Unit on a “first-come-first-served” basis <i>Note: Request can be denied once the date is already booked/reserved for other Unit/Program/Section /Division</i>	None	1 minute	<i>GSS Head</i>
	1.2 Inform Requesting Unit whether request is approved or denied		1 minute	<i>GSS Head/OIC DC Admin</i>
TOTAL			3 minutes	

11. Request for the Use of Motor Vehicle

This process covers the request for Vehicle of staff for official use.

Office or Division	Administrative Division- General Services Section	
Classification	Simple	
Types of Transaction	G2G-Government to Government	
Who May Avail	DSWD MIMAROPA Staff	
Check List of Requirements		Where to Secure
1. Approved Travel Request Form 2. RTO/RSO/RAO		End User

Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Request for Vehicle	1.1. Receive and check completeness of the accomplished Vehicle Request Form and TRF /RTO submitted by Requesting Unit Note: Incomplete forms shall be returned to Requesting Unit.	None	1 minute	<i>Admin Staff</i>
	1.2 Assign the trip ticket number, driver, and vehicle to be used.	None	2 minutes	<i>Admin Staff</i>
	1.3 Encode details of the request on the GSS Tracker and forward the request to the Head of GSS for review/approval	None	1 minute	<i>Admin Staff</i>
	1.4 Review/approve the request and return the same to AO II/Administrative Aide IV, GSS for endorsement to Security Guards on duty	None	2 minutes	<i>GSS Head/Admin Staff</i>
	1.5 Endorse the approved request to Security Guards on duty for driver assignment and dispatch	None	2 minutes	<i>GSS Head /Admin Staff/Security Guard</i>
TOTAL:		None	8 minutes	

12. Request for Transfer or Re-issuance of Property Accountability

Prior to issuance to end-user, all properties for re-issuance or with request for transfer of accountability, classified either as PPE or Semi-expendable properties shall be first be coordinated with Property and Supply Section (PSS) for recording cancelling of previous accountability and property tagging.

Office or Division:	Administrative Division-Property and Supply Section
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	DSWD FO MIMAROPA Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Issuance Slip	Designated Property of Officer of the Division/End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished RIS to Property and Supply Section indicating the item to be transferred or re-issued with complete specifications (use issued PAR of the item for reference); previous accountable person and the new accountable person; and purpose.	1. Receive, record and check completeness of the RIS Form (Exhibit 5) 2. Forward the documents to the Head, PSS for signature and encoding at the Property Recording and Monitoring Inventory System (PREMIS)	None	5 minutes	<i>AO III/ Administrative Aide IV, PSS</i>
	3. As the administrator of the system, the Head, PSS will encode or record the newly acquired property to the	None	10-15 minutes	<i>Head, PSS</i>

	<p>system.</p> <p>8. Print and sign two (2) copies of the Property Acknowledgment Receipt (PAR)/ Inventory Custodian Slip (ICS). If the PAR/ICS is accounted to COS/MOA employee as SUB-PAR, a copy of UNDERTAKINGS must also be printed attached to the copy of PAR/ICS.</p>			
	<p>4. Forward the PAR/ICS to accountable person for their signature.</p> <p>5. Place printed barcode sticker of the property for proper tagging. Get picture of the newly acquired property for documentation.</p> <p>6. Provide a copy of PAR/ICS to the accountable officer, a copy to the Procurement Officer and one copy for the PSS file</p>	None	5 minutes	AO III/ Administrative Aide IV, PSS
TOTAL			20-25 minutes	

13. Review of Activity Proposal

Submission of activity proposal by different programs to Capacity Building Section (CBS); for review/technical assistance on designing capability-building activities (CBAs) according to standards

Office or Division:	Protective Services Division (PSD) - Capacity Building Section (CBS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All programs that conduct LDI to LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover memo 2. Activity Proposal (Template) 3. Activity Matrix (Template) 4. Process Map (Template)		Proponent/requesting office PSD - CBS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of activity proposal with complete attachments	1. Accept and track the activity proposal	None	10 Minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.1 Endorse/forward Activity proposal	None	5 Minutes	Training Specialist II <i>Capacity Building Section</i>
	1.2 Review the proposal	None	1 day	Training Specialist II <i>Capacity Building Section</i>
	1.3 Forward the reviewed proposal with comments to the Administrative Officer V	None	5 minutes	Training Specialist II <i>Capacity Building Section</i>
	1.4 Review	None	30 minutes	Administrative

	the comments on the proposal			Officer V <i>Capability Building Section</i>
	1.5 Affix initials on the transmittal memo	None	2 minutes	Administrative Officer V <i>Capability Building Section</i>
	1.6 Scan and forward the proposal to the concerned program for the other signatories	None	10 minutes	Admin Assistant II <i>Capability Building Section</i>
TOTAL:		None	1 day, 1 hour, 2 minutes	

14. Social Pension Payout

Office or Division:	Protective Services Division – Social Pension Program		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who May Avail:	Social Pension beneficiaries and their authorized representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Beneficiary 5. OSCA ID Authorized Representative of Living: 1. OSCA ID 2. Gov't issued ID of Authorized Representative 3. Authorization letter 4. Medical Certificate For Deceased 1. OSCA ID 2. Gov't issued ID of Authorized Representative		Office of the Senior Citizens Affairs Beneficiary Hospital/Local Health Officer/Barangay Health Worker	

3. Death Certificate / Certification from the Barangay or Chieftain indicating the date of death (Original or Certified Thru Copy) 4. Warranty and Release from DSWD (Annex 4) For Transferred 1. OSCA ID 2. Gov't issued ID of Authorized Representative 3. Authorization letter 4. Barangay Certification confirming the transfer with new address		Local Civil Registrar / Chieftain DSWD / MSWDO / OSCA Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the information from the local government unit.	Before the scheduled payout: 1. Social Pension Program will send communication letter addressed to the Local Chief Executive attention to Municipal Social Welfare Development Officer with official list of beneficiaries.	None	(1 week before the scheduled payout) 3-5 minutes	SPPMO Project Development Officer
2. The beneficiary / authorized representative shall fall in line to get their stipend.	During the payout: 2.1 Conduct Orientation re: Operational Guidelines of Social Pension based on Memorandum Circular 4 series of 2019 as well as the directives on the untimely	None	10-15 minutes	Team Leader of the Payout Team

	provision of stipend 2.2 Validation if included in the payroll list / checking of documents brought by authorized representative. 2.3 If in the payroll list, beneficiary / authorized representative shall sign the payroll and receive the cash grants.		2-3 minutes 2-3 minutes	Social Pension Staff Disbursing Officer
3. The beneficiary / authorized representative failed to get their stipend on the scheduled payout, they may visit the SWAD / Regional Office.	3.1 Receives walk-in client and crosscheck if included in the payroll under Cash Advance of which SDO. 3.2 Interview and assess on why the client failed to come during payout and when they will come back to their locality. 3.3 Client shall sign the payroll and receive the cash grants.	None	10-15 minutes 3-5 minutes 2-3 minutes	Social pension staff
TOTAL:			32 – 49 minutes	

15. Student Training Program (STP) Application

The Student Training Program (STP) aims to provide the students the opportunity to work in the development sector under a national government agency. It shall be a platform where the trainees will be able to gain actual and practical knowledge relative to the ideas, concepts and principles they get acquainted with from the learning institutions.

Office or Division:	Human Resource Management and Development Division – Learning and Development Section		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Students who are required to complete a certain number of on-the-job (OJT) training hours		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement Letter from the Dean/Practicum Coordinator with specific description of the internship a. No. of hours to be rendered b. Amenable location for training c. Target area of study (e.g. Social Work, Public Administration) d. Target Output		Respective school of student applicant	
2. Student Resume/Curriculum Vitae/STP Application Form		Student applicant must bring their accomplished resume Students may also get a copy of STP Application Form at Learning and Development Section	
3. Photocopy of Registration Form (Should indicate that student is enrolled in the OJT subject)		Respective school of student applicant	
4. 2x2 ID Picture (Blue background)		Student Applicant	
5. Memorandum of Agreement (MOA) between School and DSWD FO MIMAROPA		The school must craft a memorandum of agreement between them and DSWD FO MIMAROPA. Students may also get a copy of crafted MOA template at Learning and Development Section	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit STP requirements to Learning and Development Section – Student Training Program (LDS-STP) Focal Person	LDS-STP Focal Person shall receive and conduct initial evaluation to Student Application requirements.	None	10 minutes	Jovel Ong V. Abrantes/ <i>Learning and Development Section – Student Training Program (LDS-STP) Focal Person</i>
2. Evaluate application and endorse to appropriate DSWD MIMAROPA Division/Offices/ Sections/Units	LDS-STP Focal will evaluate the application of students and prepare an acceptance letter to be signed by the Regional Director	None	1 day	Jovel Ong V. Abrantes/ <i>Learning and Development Section – Student Training Program (LDS-STP) Focal Person</i>
3. Signing of acceptance letter	The Regional Director will approve and sign the acceptance letter of student trainee	None	2 days	OIC-Regional Director/ <i>Office of the Regional Director</i>
4. Issuance of Acceptance Letter and notification of students on the schedule of placement for Student Trainee	Upon approval of the Regional Director of their appointment, the LDS-STP Focal will inform the student trainee on the schedule of placement	None	1 day	Jovel Ong V. Abrantes/ <i>Learning and Development Section – Student Training Program (LDS-STP) Focal Person</i>
5. Student Trainee will undergo Pre-Internship Conference and DSWD Programs and Services Orientation	The Student Trainee will attend the undergo Pre-Internship Conference and DSWD Programs and Services Orientation facilitated by Learning and Development Section	None	2 hours	Liesel E. Saudan and Jamel P. Balbaboco/ <i>Learning and Development Section</i>
TOTAL		None	4 days, 2 hours and 10 minutes	

16. Technical Assistance on the Production of IEC Materials

Office or Division:	Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Field Office Division/Section/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for technical assistance		Requesting Division/Section/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request for technical assistance on the production of program/IEC Material through email, text message, or phone call	1. Regional Information Officer (RIO) reviews the technical assistance needed	None	5 minutes	<i>Regional Information Officer</i> Social Marketing Unit
	2. Coordinate with the requesting party for further	None	1 hour	<i>Regional Information Officer</i> Social Marketing Unit <i>Requesting Party</i> From any Division/Section/Unit
	3. Identify the needed material 3.1. Inforgraphics 3.2. Tarp 3.3. Poster 3.4. Reading Material 3.5. Tokens 3.6. AVP	None	Average: 7 days 3.1. 1 day 3.2. 1 day 3.3. 3 days 3.4. 7 days 3.5. 5 days 3.6. 14 days	<i>Regional Information Officer</i> Social Marketing Unit
TOTAL			7 days, 1 hour, 5 minutes	

17. Facilitation of Media Interview

Office or Division:	Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All Field Office Division/Section/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request notice/letter for media interview with the guide questions to be asked during the interview		Requesting Media Institution/Practitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request for media interview through email, text message, or phone call	1. Regional Information Officer (RIO) reviews the question	None	5 minutes	<i>Regional Information Officer</i> Social Marketing Unit
	2. Data and information gathering from concerned Program owner/Division/Section/Unit	None	3 hours	<i>Regional Information Officer</i> Social Marketing Unit <i>Concerned Division/Section/Unit</i>
	3. RIO coordinates with requesting party on the schedule of interview	None	15 minutes	<i>Regional Information Officer</i> Social Marketing Unit

18. Volunteer Registration and Deployment

Volunteers assist the resource management operations of the region particularly during disaster response phase. For the past years, the DSWD Regional Offices thru the Disaster Response Management Division were able to provide the needed augmentation of the Local Government Units due to the concerted efforts of the management team and the volunteers. In accordance to the Thrust and Directions of the Department, one of the indicator is to institutionalize the volunteer management within the regional level, engaging the volunteer to participate in the disaster activities such as repacking of goods.

Office or Division:	Disaster Response Management Division – Disaster
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		Response Management Information Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written consent of guardian in the case of minors		Home – Guardian of the Volunteer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Phone-In Registration				
1. Check volunteer activity thru DSWD MIMAROPA hotline	1.1 Answer phone calls	None	1 minute	DRMD Staff
2. Ask for available schedule and activity	2.1 Provide repacking schedule with the following complete details: a. Date of repacking b. Time of repacking c. Available activity	None	2 Minutes	DRMD Staff
3. If interested, provide details on: a. Name b. Address c. Age d. No. of participating volunteers d. Preferred date and time of volunteering	3.1 Record volunteer information and confirm schedule	None	15 minutes	DRMD Staff

4. End call and wait for activity schedule	4.1 Update volunteer schedule monitoring.	None	5 minutes	DRMD Staff
For Walk in Applicants				
1. Proceed to DSWD Regional Warehouse located at Brgy. 395, 1680 FT. Benitez St., cor. Malvar St., Malate Manila	1.1 Accommodate the volunteers and lead them to the Public Assistance and Complaints Desk (PACD)	None	5 minutes	DSWD MIMAROPA Security Guard
2. Wait for the Volunteer Management Officers to assist you. <ul style="list-style-type: none"> • If schedule is available, • If no schedule available, ask for other schedules. 	2.1 Present the current schedules to the volunteers: <ul style="list-style-type: none"> • Proceed to step number 6 • Offer another repacking schedule. 	None	5 minutes	DRIMS Technical Staff
On Scheduled Date of Volunteer Activity				
1. Proceed to DSWD Regional Warehouse located at Brgy. 395, 1680 F. T. Benitez corner Malvar Sts.	1.1 Wait for the anticipated volunteer	None	3 minutes	DRMD Staff

Malate, Manila				
2. Register at the attendance sheets and volunteer log book. Provide the following information: a. Name b. Name of the Organization c. Contact Details d. Signature	2.1 Provide attendance sheets where the volunteers shall log	None	3 minutes	DRMD Staff
3. Submit to the security protocol (Bag inspection and Body Frisking)	3.1 Inspect incoming volunteers individually	None	5 minutes	DSWD MIMAROPA Security Guard
4. Enter the premises	4.1 Assist the volunteers in entrance gates	None	1 minutes	DRMD Staff
5. Proceed to Warehouse G for the 30-minute orientation (for new volunteers) or deployment instructions (for volunteers who had attended prior orientation)	5.1 Assist the volunteers and lead them to the volunteer orientation room	None	1 minutes	DRMD Staff
6. Attend orientation	6.1 Orient volunteers	None	30 minutes	DRIMS/RROS Technical Staff

7. Sign Waiver Forms	7.1 Provide waiver forms	None	3 minutes	DRMD Staff
8. Surrender Waiver Forms	Accept/Collect waiver Forms	None	3 minutes	DRMD Staff
9. Proceed to the assigned area for the volunteer activity	Lead and assist volunteers to the assigned area	None	3 minutes	DRMD Staff
TOTAL			85 minutes	

19. Work Immersion Program

Office or Division:	Program Services Division – Youth/Unlad Kabataan Program			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Youth Sector (In-School and Out-of-School Youth)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Application Forms 7. Live Birth Certificate 8. Medical Clearance/Certificate 9. Barangay Indigency 10. School Registration (Last Attended)		DSWD Field Office Local Government Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application process The In- School Youth/ OSY may visit Office of the Local Social Welfare and Development/ SWADT Office; or	1. The Social Welfare Officer/staff receives the walk-in/referral clients and distribution of applications forms 2. Submission	None	10-30 mins 3-7 working days	LGUs LGUs/SWADT Offices

	<p>of filled-out application forms and other pertinent documents to Regional Office</p> <p>3. Review of documents and master listing of the youth beneficiaries</p>		3-7 working days	DSWD Regional Office Focal person
Implementation Phase	<p>An orientation on the program will be conducted by the Regional Focal Person/MSWDOs/Provincial Links to the identified youth beneficiaries</p> <p>The Regional focal person will have an on the spot monitoring visit in selected areas</p> <p>Focal person will conduct the Focus Group Discussion (FGD) as an evaluation with the youth beneficiaries and MSWDO staff in some selected municipalities</p> <p>Exit conference</p>		<p>1- 2 hours</p> <p>1 week per province (including travel time)</p> <p>1- 3 hours per municipalities</p> <p>1-2 hours</p>	<p>Regional Office focal Person/MSWDO/ Provincial Links</p> <p>Regional Office Focal person</p> <p>Regional office focal person</p> <p>Regional office focal person</p>

	will be conducted with the MSWDOs, Provincial Links for the improvement of the program implementation			
Claims of Stipend	<p>LGUs will submit pertinent documents such as daily time record, daily accomplishment report, evaluation forms, and terminal report with photo documentation (all documents must be originally signed and in original copies, 2 sets per copies)</p> <p>Focal person will review the submitted documents to determine if the documents are complete or not</p> <p>If the documents are NOT complete, the focal person will coordinate with the concerned LGUs for completion of documents</p>		<p>1-2 weeks</p> <p>1-3 working days</p> <p>3-7 working days</p> <p>5-7 working days</p>	<p>LGUs/SWADT leader</p> <p>Regional Office focal person</p> <p>LGUs</p> <p>Regional Office focal person</p>

	<p>LGUs will submit lacking documents for completion</p> <p>Focal person will review the submitted documents for completion to process cash assistance payroll</p> <p>Preparation of Cash Assistance Payroll, Regional Administrative Order once the pertinent documents are completed</p> <p>Processing and approval of the Cash Advances of the Special Disbursing Officer</p>		<p>1-3 working days</p> <p>3-7 working days</p>	<p>Regional Office focal person</p> <p>Regional Office focal person</p>
Disbursement of Stipend	<p>Cash Advances and cash assistance payroll will be forwarded to the SWADT offices</p> <p>P Payout will be handled by the SWADT Special Disbursing Officer</p>		<p>1-3 working days</p> <p>1-2 weeks depending on the location</p> <p>10-20 mins</p>	<p>Regional Office focal person</p> <p>SWADT SDOs</p> <p>SWADT SDOs</p>

	<p>Validation of information of the client will be based on the presented original identification card, submission of photocopy of valid ID</p> <p>Disbursement of stipend will be based on the approved and reviewed cash assistance payroll forwarded by the Regional Office</p>		10-20 mins	SWADT SDOs
Liquidation Report	<p>SWADT office will submit the signed cash assistance payroll, photo copy of the identification card with signature as attachment to the liquidation reports to the Regional office</p> <p>Focal person will review pertinent documents for liquidation such as DTR, daily accomplishment reports,</p>		<p>1-2 weeks</p> <p>3-7 working days</p>	<p>SWADT leaders</p> <p>Regional Office focal person</p>

	evaluation forms, photocopy of the identification cards with signature for submission to accounting unit			
TOTAL			101 days	

VI. List of Offices

Office	Address	Contact Information
Office of the Regional Director	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24009
Office of the Assistant Regional Director for Operations	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24023
Office of the Assistant Regional Director for Administration	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24047
Accounting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24014
Administrative Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24052
Budget Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24012
Capability Building Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24037
Cash Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24015
Crisis Intervention Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24002

Disaster Response Management Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24005
General Services Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24049/24050
Human Resource Management and Development Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24019
Information and Communication Technology Management Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24045
Internal Audit Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24010
KALAHY-CIDSS NCDDP	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24024
Legal Service	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24010
Minors Travelling Abroad	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24003
National Household Targeting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24033/24034
Pantawid Pamilyang Pilipino Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24031
Planning Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24042
Policy and Plans Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24041/24043
Procurement Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24051
Program Management Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24026
Property and Supply Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24053
Social Marketing Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24007
Social Pension Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24027

Standards Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24039/24040
Supplementary Feeding Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24029
Sustainable Livelihood Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24016
Unconditional Cash Transfer Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24036
Women and Children Welfare Sector	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 9336-8106 Local: 24028

DSWD FIELD OFFICE 5

Internal Services

1. Acceptance of Employment Application Requirements

For posted job vacancies, job application requirements are being submitted by interested applicants to the Agency via walk-in or email as the first step for possible job placement in the future.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All interested applicants for the vacant positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter indicating the position applied for and addressed to the Regional Director		Applicant		
Updated and properly accomplished Personal Data Sheet (PDS) with recent passport size picture (CSC Form 212, revised 2017)		Form downloadable at www.csc.gov.ph		
Updated and properly accomplished Work Experience Sheet (CSC Form 212 Attachment)		Form downloadable at www.csc.gov.ph		
Photocopy of Transcript of Records and Diploma		School last attended		
Certificate of Employment (duly certified by the Human Resource Management Officer or authorized official of the previous employers; and		Previous and present employers		
Duly signed Individual Performance Contract Review (IPCR) for internal applicants or its equivalent for external applicants for two (2) consecutive rating period		Human Resource Office of the present employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in	1.1 For walk-	None	10 minutes	AA II/Human

applicants, submit directly to HRMDD the requirements of the position applying for (stated in the Job Posting) and for application online, scan all the documents and send to DSWD official email at hrdu.dswdfo5@gmail.com with subject "APPLICATION FOR ____"	in application, receive the application letter and the receiving copy (if there is any) and check the completeness of the supporting documents; for application online, an automated reply acknowledging the email will receive by the applicants; check the attached documents and if there is lacking, immediately inform the applicant to send the lacking document.			Resource Planning and Performance Management Section
TOTAL		None	10 minutes	

2. Issuance of Certification of Rating

Certification of Individual Rating is being issued upon request of the former or current employees for reference, loan, employment purposes, etc.

Office or Division:	Human Resource Management and Development Division
Classification:	Simple
Type of Transaction:	G2C

Who may avail:		Former and current employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from the employee indicating the covered rating period		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to HRMDD the letter of request	1.1 Check the employee record and prepare the request using the prescribed template	None	10 minutes	AO II/Human Resource Planning and Performance Management Section
	1.2 Let the highest Human Resource Management Officer or authorized representative review and sign the Certification of Rating	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head
2. Claim the requested document	2.1 Hand the Certification rating to the requesting party or individual	None	1 minute	HRPPMS Staff
TOTAL		None	13 minutes	

3. Issuance of Special Order/Memorandum Order

Regional Special Order gives authority to all employees concerning to actions such as but not limited to designation and movement of officials and employees, overtime payment for the services rendered on weekends, holidays and beyond office hours, Compensatory Day-Off/Time-Off, attendance to meetings and trainings, special reinforcement/augmentation and other activities of the office (official travel).

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All officials and employees of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from the end-user or requesting office duly approved by the immediate supervisor/Division Chief		End-user/requesting Division, Section, Unit or Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to HRMDD the request for Special Order/Memorandum Order	1.1 Check and review the request as to accuracy and completeness of data	None	5 minutes	HRPPMS Staff
	1.2 Prepare the Special Order/Memo Order using the prescribed template	None	10 minutes	HRPPMS Staff
	1.3 Let the highest Human Resource Management Officer or authorized representative review and initial the document	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head
	1.4 Record and transmit the document to the Office of the	None	5 minutes	HRPPMS Staff

	Regional Director or OIC for signature			
	1.5 Office of the Regional Director to forward the signed SO/MO to the Record Section for assigning of SO/MO No.	None	15 minutes	ORD Staff
2. Claim the copy of the SO/MO	2.1 Record Section to assign number in the SO/MO and furnish one (1) copy to HRMDD and route the copies to the concerned employees/end-user/requesting party	None	15 minutes	Record Section Staff
TOTAL		None	52 minutes	

4. Acknowledgment for Letter of Resignation, Transfer and Retirement

Acknowledgment letter from HRMDD is required to proceed and secure clearance from the Agency.

Office or Division:	Human Resource Management and Development Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Outgoing officials and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of resignation/letter of transfer to other agency/intent letter of retirement duly signed by the requesting individual and approved by the Regional Director		Requesting parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to HRMDD the request letter	1.1 Check and review the request	None	5 minutes	HRPPMS Staff
	1.2 Prepare the Acknowledgment Letter	None	5 minutes	HRPPMS Staff
	1.3 Let the highest Human Resource Management Officer or authorized representative review and initial the document	None	2 minutes	AO V/HRMDD OIC, Chief; HRPPMS Section Head
	1.4 Record and transmit the document to the Office of the Regional Director or OIC for signature	None	5 minutes	HRPPMS Staff
	1.5 Office of the Regional Director to return the approved document to HRMDD	None	15 minutes	ORD Staff
	1.6 HRMDD	None	15 minutes	Record Section

	to receive and record the approved document			Staff
2. Claim the copy of the document	2.1 Let the end-user/requesting part/individual sign in the logbook as a proof of receiving the document and hand directly the document.	None	5 minutes	HRPPMS Staff
TOTAL		None	52 minutes	

5. Conduct of In-House Trainings

Proposed trainings are based on the submitted Individual Development Plan (IDP) of all employees to L&D Section and the Competency/Learning Needs Assessment which is based on the Individual assessment of the employee and assessment of the Training Specialist in relation to the results of the conducted LNA/CNA.

Office or Division:	Human Resource Management and Development Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Instructional Design, Implementation Matrix, and Training Activity Plan		form downloadable at bit.ly/ldsforms	
Copy of Proposal		End-User & L&D Implementer	
Program Flow		End-User & L&D Implementer	
List of Learners, Training Team, Learning Service Provider's Profile		End-User & L&D Implementer	

List of Materials needed		End-User & L&D Implementer		
Pre and Post Test Questions		from the Learning Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. L&D Implementers will have to ensure that trainings to be conducted are included in the Work and Financial Plan and Project Procurement and Management Plan (PPMP)		None	2 minutes	End-User / L&D Implementer
2. Submit all the needed requirements directly to the Learning and Development Section	2.1 Assess the necessity of the training to the recommended participants based on their Individual Development Plans (IDPs) and on their job descriptions. It should be directly in relation to the discharge of their duties.	None	30 minutes	Training Specialist I / Head of the Learning and Development Section
	2.2 Prepare the needed documents and materials for the conduct of the training (Prepare google forms for pre & post-test, training	None	1 day	AA I / Learning and Development Section

	evaluation, printing of certificates, attendance sheet)			
	2.3 Ensures that the detailed activity plan is followed during the conduct of the training. Conduct of at least 1st level evaluation	None	Whole duration of the activity	Training Specialist I / Head of the Learning and Development Section
	2.4 Conduct of at least 1st level evaluation	None	15 minutes	Training Specialist I / Head of the Learning and Development Section
	2.5 Awarding of Certificates to Participants and Learning Service Provider	None	15 minutes	Training Specialist I / Head of the Learning and Development Section
	2.6 Prepare Honorarium Voucher payment for the Learning Service Provider (if not a DSWD Employee)	None	15 minutes	AA I / Learning and Development Section
TOTAL		None	1 day, 1 hour and 17 minutes	

6. Facilitate Request to Attend to Specialized Trainings

The office provides appropriate opportunities for specialized trainings to enable employees to function more effectively and be kept abreast with recent developments in specific areas affecting their jobs and career.

Note: Employees who are under Contract of Service and Job Order are allowed to attend to in-house trainings or specialized training offered for free only.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail?	Permanent, Casual, Coterminous, Contractual employees of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished L&D Nomination form duly signed by the Division Chief/nominating Officer		form downloadable at bit.ly/ldsforms		
Copy of invitation letter from the inviting agency or center		Website of the Training Agency or Center		
Feedback Report, Learning Application Plan (LAP) to be submitted within 15 days after the activity		form downloadable at bit.ly/ldsforms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes the L&D Nomination Form duly signed by the Division Chief and Certified by Budget Officer on the availability of funds	1.1 Receives application	None	1 minute	RPDC Secretariat
	1.2 Convenes RPDC	None	4 hours	RPDC Secretariat
	1.3 Prepare Special Order	None	2 minutes	RPDC Secretariat
	1.4 Confirm	None	10 minutes	RPDC

	nominated employee to the inviting agency/center			Secretariat
	1.5 Prepare Voucher for payment of Registration	None	15 minutes	RPDC Secretariat
	1.6 Sends validated copy of LDDAP-ADA to the inviting agency or if in cheque, the nominee shall receive it from the Cash Section	None	1 minute	RPDC Secretariat
2. participant to secure receipt of payment from the inviting agency/center to be submitted to the LDS	2.1 LDS will forward the receipt to the Cash Section	None	1 minute	RPDC Secretariat
3. If nominee is not available on the scheduled date and replacement is allowed, a replacement should be recommended as soon as possible or not later than one (1) week, if still applicable, before the scheduled date of the training.	3.1 Amend Special Order for the change of participant and updates the LDS Database	None	2 minutes	RPDC Secretariat
4. If substitution is not allowed, and a replacement has not been timely made, a	4.1 RPDC will convene and conduct assessment on the	None	4 hours	RPDC Secretariat

justification should be submitted to RPDC	justification submitted.			
TOTAL		None	8 hours and 32 minutes	

7. Application for Educational Support Program for DSWD Employees (Scholarship, Study Leave, Official Time, Fund Augmentation)

Provision of Educational scholarships and other short-term courses/training programs offered by established universities and/or other foreign institutions is part of the staff development program to all Permanent, Casual, Coterminous and Contractual employees to ensure employee's professional growth.

Office or Division:	Human Resource Management and Development Division										
Classification:	Simple										
Type of Transaction:	G2C										
Who may avail:	All Permanent, Casual, Coterminous and Contractual employees who have rendered 2 years in service and must have assumed and performed current function for at least one (1) year at the time of application; With at least Very Satisfactory Performance rating for the last two (2) consecutive rating periods; without pending administrative and or criminal case at the time of application; without current service obligation from previous scholarship or other educational assistance availed of except for those who will be taking professional examinations for the first time; Without pending local or foreign scholarship / training applications;										
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Educational Program Application Form</td><td>can be downloaded at bit.ly/ldsforms</td></tr> <tr> <td>Letter of intent addressed to the RPDC recommended by the Immediate supervisor, approved by the Regional Director</td><td>Applicant</td></tr> <tr> <td>Other forms required by the inviting agency</td><td>official website of the inviting agency/center</td></tr> <tr> <td>Proposed workplan indicating the</td><td>Applicant</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Educational Program Application Form	can be downloaded at bit.ly/ldsforms	Letter of intent addressed to the RPDC recommended by the Immediate supervisor, approved by the Regional Director	Applicant	Other forms required by the inviting agency	official website of the inviting agency/center	Proposed workplan indicating the	Applicant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
Educational Program Application Form	can be downloaded at bit.ly/ldsforms										
Letter of intent addressed to the RPDC recommended by the Immediate supervisor, approved by the Regional Director	Applicant										
Other forms required by the inviting agency	official website of the inviting agency/center										
Proposed workplan indicating the	Applicant										

arrangements to be made duly conformed by the applicant, identified successor or personnel that would take on the workload, and the Head of OBS (<i>For applications on programs that the applicant will not be able to report to office during the duration of the program course</i>)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks approval from the immediate supervisor with concurrence of the Regional Director along with the other needed documents required	1.1 RPDC Secretariat receives all applications and prepares matrix	None	20 minutes	RPDC Secretariat
	1.2 RPDC Chair and Members convene, deliberate and screens all applications	None	4 hours	RPDC Members
	1.3 Prepares resolution (If approved)	None	30 minutes	RPDC Secretariat
	1.4 Prepares regret letter to applicants (if disapproved)	None	15 minutes	RPDC Secretariat
	1.5 Submit documents to PDC in Central Office through records Section	None	15 minutes	RPDC Secretariat
	1.6 Provides Copy to PDC	None	15 minutes	RPDC Secretariat

	Central Office (for Rank and File applicants on Study Leave only)			
	1.7 PDC shall deliberate and prepare resolution	None	30 minutes	RPDC Secretariat
	1.8 Prepare regret letter to disapproved request	None	15 minutes	RPDC Secretariat
2. Sign Scholarship Contract once accepted in the program	2.1 Facilitate signing of Contract and notarization	None	30 minutes	RPDC Secretariat
TOTAL		None	6 hours and 50 minutes	

8. Issuance of Certificate of Employment (COE)/Service Record/Certificate of Remaining Leave Credits

Certificate of Employment is being issued upon request of the former or current employees for reference, loan, employment purposes, etc.

Office or Division:	Human Resource Management and Development Division - Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Former and current employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from the employee		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to	1.1 Check	None	10 minutes	PAS staff

HRMDD the letter of request	the employee record and prepare the request using the prescribed template			assigned/program
	1.2 Let the highest Human Resource Management Officer or authorized representative review and sign the Certificate of Employment/Service Record/Certificate of Remaining Leave Credits	None	2 minutes	AO V/HRMDD OIC, Chief; PAS Section Head
2. Claim the requested document	2.1 Hand the Certificate of Employment/Service Record/Certificate of Remaining Leave Credits to the requesting party/individual	None	1 minute	PAS staff assigned/program
TOTAL		None	13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Client Satisfaction Feedback form available in the front desk and submit it to Officer of the Day assigned.
How feedback is processed	HRMDD will review the feedback and forward this to appropriate Unit/Section

	<p>of the Office.</p> <p>Feedback received from the public will be used as reference for process and service improvements.</p>
How to file a complaint	Accomplish the Client Satisfaction Feedback form available in the front desk and submit it to Officer of the Day assigned.
How complaints are processed	<p>HRMDD will review the complaint and start the investigation and forward the complaint to the concerned Unit/Section for their explanation.</p> <p>HRMDD will create a report after the investigation and shall submit it to the Regional Director for appropriate action.</p>
Contact information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-8816565</p> <p>Anti-Red Tape Authority 8478-5091 / 8478-5093 / 8478-5099</p>

DSWD FIELD OFFICE 6

Internal Services

1. Personnel Services Section – Payment of Salary for Regular/Plantilla positions and Contractual Staff

Office or Division:	HRMDD - PERSONNEL ADMINISTRATION SECTION			
Classification:	COMPLEX – 7 DAYS			
Type of Transaction:	Regular/Plantilla positions and Contractual Staff			
Request of Requirements		Where to Secure		
A. DTR				
1. Printed DTR		- Personnel Section		
2. Special Order / Travel Order		- Client / Staff		
B. Payroll Preparation		All Staff - Regular, Casual and Contractual and MOA Staff)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit DTR - completely filled up and with complete signatures.	1.Received DTR's – recorded to Log Book or DTR Tracking	None	5 minutes	Personnel Staff assigned for payroll / program.
	2.Assessed completeness of details and compute: a. lates and absences b. or any other necessary adjustments.	None	10 minutes	Personnel Staff assigned for payroll / program.
	3. Preparation and entry of: a. Remittances and other Deductions b. Taxes	None	2 days	Personnel Staff assigned for payroll / program.
	4.Payroll Preparation a. Encoding b. Proof Listing c. Printing	None	1 day	Personnel Staff assigned for payroll / program.
	5.Approval of Payroll	None	10 minutes	Section Head
				Division Chief
	6.Recorded and log-out to Accounting Office for assessments	None	5 minutes	Division Chief's Administrative Assistant (as per agreement)
	7. Obligation (Budget Unit)	None	10 minutes	AO II (Julie Pudadera)
	8. Approval of DV	None	10 minutes	Accountant (Shiela

	(Accounting Unit)			Java)
	9. Approval by ARDA (Office of ARDA)	None	10 minutes	ARDA Evangeline B. Felecio
	10. Tagging/Advice/uploading (Cash Unit)	None	3 days	Cash Unit (Ma. Lourdes Geganzo)
	TOTAL		7 DAYS	

(Payment of Salary for staff qualified for multi-stage processing)

2. Accounting Section – Reimbursement of Traveling Expenses

Office or Division:	ACCOUNTING SECTION		
Classification:	Highly Technical (8 days, 7 hours, 5 minutes)		
Type of Transaction:	TRAVEL EXPENSES VOUCHER		
Who may avail:	DSWD STAFF		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• Approved Itinerary of travel;		End User	
• Certificate Of Travel Completed;		End User	
• Certification by the Head of the Agency as to the absolute necessity of the expenses incurred for the official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement of the required hotel/lodging bills and receipts);		End User	
• Reimbursement Expenses receipt (RER);		End User	
• Paper/electronic plane, bus, taxi or boat tickets/receipts;		End User	
• Parking and toll fee tickets		End User	
• Boarding pass and terminal fee ticket;		End User	
• Certificate of Appearance /Attendance;		End User	
• Certificate of Provision/Non-Provision of food and accommodation;		End User	
• Office Order/ Travel order/ Authority to Travel;		End User	

<ul style="list-style-type: none"> Copy of previously approved Itinerary of Travel used in cash advance (if applicable); 		End User		
<ul style="list-style-type: none"> Liquidation report (if applicable); 		End User		
<ul style="list-style-type: none"> Official Receipt (OR) in case of refund of excess cash advance (if applicable); 		End User		
<ul style="list-style-type: none"> Justification for the use of extra ordinary means of transportation. (if Applicable) 		End User		
EMPLOYEE STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit Itinerary of travel and supporting documents with complete signatories	Receive monthly TE Claims for assessment.	NONE	5 minutes	Accounting Staff in charge per program
5.	Assessment as to completeness of supporting documents and correctness of claims.	NONE	45 minutes	Accounting Staff in charge per program
6.	Record and forward the assessed TE claims to Budget Section for Obligation	NONE	10 minutes	Accounting Staff in charge per program
7.	Certification as to Allotment and Obligation	NONE	15 minutes	Budget Section
8.	Receive Obligated TE claims from Budget	NONE	10 minutes	Accounting Staff in charge per program
9.	Consolidate TE claims per program for prooflist.	NONE	3 hours	Accounting Staff in charge per program
10.	Forward TE claims to Admin in charge for prooflist (per division/per program)	NONE	10 minutes	Accounting Staff in charge per program
11.	Prooflisting	NONE	5 days	Accounting Staff in charge per program
12.	Receive prooflist with 3 copies of	NONE	5 minutes	Accounting Staff in charge per

	Disbursement vouchers			program
13.	Review amount of DV and compare to amount in prooflist	NONE	1 hour	Accounting Staff in charge per program
14.	If correct, Assign DV number and record on logbook the DV number, Date, Payee, Particulars, amount and other details.	NONE	30 minutes	Accounting Staff in charge per program
15.	Forward documents to authorized representative for sign of Box C	NONE	10 minutes	Accounting Staff in charge per program
16.	Review DVs and supporting documents. Sign Box C of DV	NONE	1 day	Head of Accounting/Authorized Representative
17.	Secure accounting copy of OR/DV and forward to Division Head for approval of payment.	NONE	30 minutes	Accounting Staff in charge per program
18.	Forward the approved voucher to cash unit.	NONE	10 minutes	Accounting Staff in charge per program
19.	Tagging/Advise and Uploading	NONE	2 days and 5 min	Cash Section
Total			8 days, 7 hours, 5 minutes	

(Payment of Salary for staff qualified for multi-stage processing)

3. Personnel Services Section – Leave Application

Leave Application	
Office or Division:	Personnel Services Section
Classification	Simple (2 Days, 40 minutes)
Type of Transaction:	Leave Application
Who may avail:	DSWD staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application Form	Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Leave Application	Review and endorsement	-	10 min	Section Head
	Recommendation for Approval	-	10 minutes	DC
	Crediting of Leave credits	-	1 day	Personnel Services Section head
	Endorsement for approval	-	10 minutes	A0 5 - Julieta O. Calamba
	Approval of ARDA	-	10 minutes	ARDA Felecio
	Filling of approved leave request	-	1 day	Personnel Services Section
total			2 days. 40 minutes	

Leave Application qualified for multi-stage processing.

4. Personnel Services Section – Application for Terminal Leave

Office or Division:	Personnel Services Section – Application for Terminal Leave			
Classification	Simple (2 days, 4 hours, 50 minutes)			
Type of Transaction:	Application for Terminal Leave			
Who may avail:	All DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of				
Application for Terminal Leave - 4 copies		Personnel		
SALN (A Year prior the application)- 4 copies		Personal Copy		
Declaration of Pendency - 1 copy		Personnel		
Photocopy of UMID ID - 1 copy		Personal Copy		
Acceptance Letter from HRDU - 1 copy		Personal Copy		
Authorization Letter - 1 copy		Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of Terminal Leave Application Documents	Assessment of application	None	5 min	Personnel Services Section
	Preparation of certification of leave credits	None	4 hours	Personnel Services Section
	Preparation of service record report and acceptance record	None	1 day	Personnel Services Section
	Preparation of Transmittal for CO	None	15 min	Personnel Services Section
	Endorsement of transmittal	None	15 min	AO V (Ms. Juliet O. Calamba)/HRMDD Chief (Ms. Fredilyn Sacote)/ARDA (Ms. Evangeline Felecio)
	Approval of Regional Director	None	1 day	RD
	Endorsement of transmittal to records section	None	15 min	Personnel Services Section
TOTAL			2 days, 4 hours, 50 minutes	

Terminal Leave Application qualified for multi-stage processing.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email: fo6@dswd.gov.ph or drop a feedback form at any of suggestion boxes located in various offices of DSWD Region VI
How feedbacks are processed	Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.
How to file a complaint	You may file a complaint through any of the following: a. By writing a letter to:

	<p>MS. MA. EVELYN B. MACAPOBRE, CESO III Regional Director DSWD Field Office VI MH Del Pilar, Molo, Iloilo City 5000</p> <p>The letter maybe submitted to the Records Section or emailed to fo6@dswd.gov.ph</p>
How complaints are processed	<p>Your complaint is treated with confidentiality. complaints is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action,</p>
Contact Information of CCB, PCC, ARTA	<p>May Rago-Castillo Designated Focal Person-Ease of Doing Business/Exigent Concerns Regional Information Officer 09560661962 Email: mrcastillo@dswd.gov.ph</p>

DSWD FIELD OFFICE 7

Internal Services

1. Request Use of Regional Learning and Resource Center (RLRC) Conference Room

The Regional Learning and Resource Center (RLRC) is a dynamic facility that is designed to be a user-friendly and accessible repository of important knowledge in Social Protection. It has an air conditioned and well-lighted conference room that can accommodate a maximum of fifteen (15) individuals in a conference/U-shape setting. It also has Furthermore, there are available knowledge products that can be used for data collection and sharing in the field of social welfare and protection. It is located at the third floor of the ACSWD Building.

Office or Division :	Capability Building Section			
Classification :	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail :	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished reservation slip (1 copy)		Capability Building Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished reservation slip 2 days before the date of use of the facility.	1.1 Receives and check the availability of the facility via RLRC Calendar. (If not available, inform the client on the status of request.)	None	2 minutes	RLRC Focal Person
	1.2 Notify the client on the confirmation of the booking request.	None	1 minute	RLRC Focal Person
2. Registers on the logbook	Brief on the rules/policies on the use of the Conference Room and its equipment.	None	10 minutes	RLRC Focal Person
3. Use of RLRC Conference Room	Ensure security inside the Conference Room.	None	Duration of usage	RLRC Focal Person
4. Logs out on the logbook after use.	1.1 Check the condition of the Conference Room and its equipment. (If	None	3 minutes	RLRC Focal Person

	ok, give clearance to leave the room.)			
	1.2 Close the RLRC Conference Room.	None	less than 1 minute	RLRC Focal Person

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Requesting party to fill out the <i>Client Satisfaction Survey</i> form after using the Conference Room and drop it in the Suggestion Box near the entrance
How feedback are processed	Feedback will be consolidated, tabulated and analyze as basis for improvements or commendations
How to file a complaint	<p>Complaints can be filed through a letter address to the Regional Director.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <i>if there's any</i> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph</p>
How complaints are processed	<p>Complaints received are reviewed by the Grievance focal. It will be relayed and discussed during the staff meeting.</p> <p>A validation shall be conducted if necessary as basis of the report which will be signed by the Regional Director.</p> <p>Such report will be sent to the complainant within three (3) days upon receipt of the complaint via email or snail mail whichever is applicable.</p> <p>For inquiries and follow-ups, clients may contact the following contact info: Tel no.: 412-9908 loc. 117 Email: cbs.fo7@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	

2. Issuance of Authority to Travel Abroad (Personal)

Office or Division:	Human Resource Management and Development Division – Personnel Administration Section
Classification:	Simple Transaction
Type of Transaction:	Government to Citizen
Who may avail:	DSWD Field Office VII Officials and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent signed by Regional Director 2. Application for Leave		Concerned Employee		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly signed Letter of Intent and Application for Travel Abroad. Travel abroad must be duly endorsed by the immediate supervisor signed by the Division Chief Concerned with attached Unit and Regional Clearance if travel is more than 30 days.	1.1 Receives, assesses the completeness of the submitted documents and forwards to the concerned section (if incomplete informs the requesting party of the deficiency/ies).	None	5 minutes	Administrative Assistant
	1.2 Prepares the Authority to Travel Abroad	None	1 day	Concerned Administrative Assistant/ Staff
	1.3 Reviews the letter and the Authority, affixed initials in the certification.	None	1 day	Section Head/ Division Chief/ Assistant Regional Director for Administration
	1.4 Signs the Authority to Travel Abroad	None	5 minutes	Regional Director
2. Receives the Authority to Travel Abroad	2.1 Informs the requesting party of the approved Authority to Travel.	None	5 minutes	Concerned Administrative Assistant/ Staff
	2.2 Releases the Authority to Travel Abroad.			
TOTAL		None	3 working days upon	

		receipt of duly- Letter of Intent.	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
How feedbacks are processed	The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call
How to file a complaint	To file a complaint against the Authority, provide the following details via email: - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained
How complaints are processed	<p>All complaints received against the Authority will be processed by the</p> <p>The Agency browses, evaluates, and determines the complaints received on a daily basis. The Agency shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the agency shall create an incident report for the Regional Director, for appropriate action.</p> <p>The agency shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p>
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

3. Issuance of Authority to Travel for PRC License Renewal and or Attend CPD Registered Trainings/Convention/Conference

Issuance of authority to travel as official business for staff who would renew their PRC license and or those staff who intend to attend CPD registered trainings/conventions/conference.

Office or Division:	Learning and Development Section
Classification:	Simple Transaction
Type of Transaction:	Government to Citizen
Who may avail:	DSWD Field Office VII Officials and Staff
CHECKLIST OF REQUIREMENTS	
Request letter sent through personal email,	Requesting Party

program/section email or walk-in containing the following data duly noted by the supervisor, to wit: <ul style="list-style-type: none"> • Full name of the requesting party, position and area of assignment • Copy of the PRC appointment schedule • Copy of the invitation letter with CPD registration number of the event and program of activities • Contact details: email address and/or cellphone number 				
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter for Authority to Travel for the renewal of PRC license address to the Regional Director. The letter should be duly noted by the direct supervisor endorsed by the Division Chief Concerned	1.1 Receives, assesses the completeness of the submitted request form and forwards to the concerned section (if incomplete, informs the requesting party of the deficiency/ies).	None	1 Hour	Administrative Assistant
	1.2 Prepares Special Order- for Authority to Travel for Official Time only	None	1 Hour	Concerned Administrative Assistant/ Staff
	1.3 Reviews Special Order affixed initials	None	25 minutes	Section Head/ Division Chief/ Assistant Regional Director for Administration
	1.4 Signs the Special Order	None	5 minutes	Regional Director
	1.5 Forwards to	None	5 minutes	Records Officer

	Records Section for numbering			
2. Receives the Special Order- Authority to Travel	2.1 Informs and provides copy of the approved the requesting party of the approved Special Order	None	5 minutes	HR Action Officer
	2.2 Updates the database of Request for SO for PRC Renewal	None		
TOTAL		None	2 working days upon receipt of the request letter	

4. Issuance of Certifications (Employment and other Personnel Records)

Issuance of Certifications upon request of the current and former DSWD FO VII officials and staff.

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	DSWD Field Office VII Officials and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form 2. If through representative- authorization letter with photocopy of valid ID		Human Resource Management and Development Division		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished	1.1 Receives, assesses the	None	5 minutes	Administrative Assistant

Request form to DSWD HRMDD	completeness of the submitted request form and forwards to the concerned section (if incomplete, informs the requesting party of the deficiency/ies).			
	1.2 Receives, verifies, validates the request from records on file and prepares the certification/ other requested personnel records	None	2.5 days	Concerned Administrative Assistant/ Staff
	1.3 Reviews the certification and other personnel records and initials the certification.	None	5 minutes	Section Head/ Division Chief/ Assistant Regional Director for Administration
	1.4 Signs the certification	None	5 minutes	Regional Director
2. Receives the certification	2.1 Informs the requesting party of the approved certification/ availability of other requested personnel record.	None	5 minutes	HR Action Officer
	2.2 Releases the certification and other requested personnel records			
TOTAL		None	3 working days upon receipt of duly-accomplished HRMDD Request Form	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
How feedbacks are processed	The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call
How to file a complaint	To file a complaint against the Authority, provide the following details via email: - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained
How complaints are processed	<p>All complaints received against the Authority will be processed by the</p> <p>The Agency browses, evaluates, and determines the complaints received on a daily basis. The Agency shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the agency shall create an incident report for the Regional Director, for appropriate action.</p> <p>The agency shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p>
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

5. Issuance of Permission to Study

Issuance of permission to study for undergraduate and post graduate programs.

Office or Division:	Learning and Development Section
Classification:	Simple Transaction
Type of Transaction:	Government to Citizen
Who may avail:	DSWD Field Office VII Officials and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter sent through personal email, program/section email or walk-in containing the following data: <ul style="list-style-type: none"> • Full name of the requesting party, position and area of assignment • Degree 	Requesting Party

<ul style="list-style-type: none"> name and address of school class schedule Contact details: email address and/or cellphone number 				
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter requesting for permission to study address to the Regional Director indicating the details as stipulated in the requirement. The letter should be duly noted by the direct supervisor, Endorsed by the Division Chief concerned	1.1 Receives, assesses the completeness of the submitted request form and forwards to the concerned section (if incomplete informs the requesting party of the deficiency/ies)	None	1 Hour	Administrative Assistant
	1.2 Prepares the Permission to Study acceptance letter	None	1 Hour	Concerned Administrative Assistant/ Staff
	1.3 Reviews and endorse the Permission to Study acceptance letter to the Regional Director for approval	None	25 minutes	Section Head/ Division Chief/ Assistant Regional Director for Administration
	1.4 Signs the certification	None	5 minutes	Regional Director
2. Receives the Permission to Study acceptance letter	Inform and release the approved Permission to Study Acceptance Letter	None	5 minutes	HR Action Officer
TOTAL		None	2 working	

		days upon receipt of the request letter	
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6. Request for Training Manager

Provision of a Training Manager to Section/Office who will be conducting learning and development intervention related activities for internal staff.

Office or Division:	Learning and Development Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	DSWD staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up request form through google form		HRMDD		
2. Program of Activities		Requesting Party		
3. Profile of Participants				
4. Budget Request/Rationale and Objective				
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a request slip for Training Manager through google form with attached final program flow, profile of pax and budget request/rationale/objectives at least 2 weeks before the activity.	1.1 Receives and reviews the completeness of the request for endorsement to the LDS Head	None	30 Mins	Administrative Assistant I
	1.2 Identifies available Training Officer/ Specialist to act as Training Manager	None	1 Hour	LDS Head

	1.3 Forwards the request to the identified Training Officer/ Specialist.	None	1 Hour	LDS Head
2. Receives the confirmation from the LDS	2.1 Informs the requesting party of the approval and confirmation.	None	1 hour	Administrative Assistant I
	2.2 Updates the database of the status of the request	None	30 Mins	Administrative Assistant I
TOTAL		None	1 working day from the receipt of request	

7. ICT Technical Support

Request for technical assistance on ICT related concerns through web portal.

Office or Division:	Information and Communications Technology Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Field Office Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computing device with internet connection		Provided to internal staffs		
Active Directory Domain Account		To be registered by ICT Section Staff to Active Directory		
Request / Service Ticket		Through ICT ticketing web portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Access IT Support Web Portal: https://ictsupport.dswd.gov.ph and do the following: 2. Login using AD Account 3. Request a Service 4. Select the preferred service category 5. Accomplish the form and submit for issuance of ticket number	Receive the request via email notification	None	3 minutes	CTMT Staff ICT Section
	Open and queue the ticket	None	3 minutes	CTMT Staff ICT Section
	Review and validate the received request	None	5 minutes	CTMT Staff ICT Section
	Respond to request	None	3 hours (Simple) 3 days (Complex)	CTMT Staff ICT Section
	Tag request as resolved and close the ticket	None	3 minutes	CTMT Staff ICT Section
TOTAL		None	• 3 hours, 14	

		minutes (Simple) • 3 days, 14 minutes (Complex)	
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FEEDBACK AND COMPLAINS MECHANISM	
How to send feedback	Fill out Customer Satisfaction Survey form sent to the requestor's email after closing the ticket to rate the technician.
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan.
How to file a complaint	Complaints can be sent thru email at ict.fo7@dswd.gov.ph
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	

8. Name-Matching Request for DSWD Offices

Name-matching will be undertaken primarily to determine if a household is in the Listahanan database and what its corresponding poverty status is; to confirm inclusion in a particular program; and to determine extent of availment of programs and services. Requesting party shall prepare a letter of request indicating the reasons for name-matching and enclosing an electronic copy of the names of households to be matched. The e-file must follow the prescribed name-matching template. All requests for name-matching are subject for review by the designated Regional Data Protection Officer (RDPO). If approved, the request will be facilitated by the Regional Information Technology Officer (RITO). The section will then coordinate the requesting party regarding the scheduled conduct of Orientation on Salient Provisions of the Data Privacy Act. The Certificate of Orientation shall be signed by the focal person representing the Division Chief and shall serve as basis for releasing the requested data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	-Offices within the DSWD Field Office VII			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Hard copy or soft copy letter request addressed to the Regional Director		NHTS (National Household Targeting Section) Office		
1 excel file of filled-out name-matching form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit hard copy or soft copy of the request letter and electronic copy (excel format) of filled-out name-matching form addressed to the Regional Director through the email add fo7@dswd.gov.ph CC: nhtu.fo7@dswd.gov.ph	Receives and check completeness of requirements. If complete, forward the same request to the Regional Data Protection Officer (RDPO); If incomplete advise the requestor to complete the requirements.	None	10 minutes	ORD Clerk/ Records Clerk Regional Director's Office
	Endorses the request to Regional Field Coordinator for appropriate action	None	5 minutes	Regional Data Protection Officer/ Policy and Plans Chief PPD Office
	1.1 Review request for data generation. If request is approved, proceed to the next step. If the request is not approved due to insufficient documents, accomplish the denial of request (Annex C)	None	10 minutes	Regional Field Coordinator NHTS Office
	Facilitates the name matching request	None	2 days-less than 1000 data 4 days-more than 1000 data but not greater than 2000 data 5 days- more than 2000 data but not greater than 3000 data	Regional Information Technology Officer NHTS Office
	Generate and accomplish Data	None	30 minutes	Regional Information

	Release Form (DRF), encrypt the data files and prepare Memorandum on the Name-matching result			Technology Officer NHTS Office
	Sign the DRF Form and review and Countersign the memorandum on the Name-matching result	None	15 minutes	Regional Field Coordinator NHTS Office
	Signs the memorandum on the name-matching result	None	15 minutes	<i>PPD Chief</i>
	Conduct Orientation on Data Privacy Act (as needed for those who did not undergo any orientation on RA 10173) and issue Certificate of on Orientation (Annex D)	None	2 hours	Regional Field Coordinator NHTS Office
	Release the CD/USB with encrypted and password-protected Listahanan data along with the DRF	None	5 minutes	<i>Admin Assistant III</i> NHTS Office
Signs the Data Request Form (DRF) upon receipt of the encrypted CD/USB and contact the focal person indicated in the DRF to decrypt the data.	Provide Password	None	15 minutes	Regional Information Technology Officer NHTS Office
Filling out of the client satisfaction survey.	Prepares, the tool Send/administer the client satisfaction survey, make an inventory of the result of the survey, Informs the RFC of	None	20 mins	<i>Admin Assistant III</i> NHTS Office

	the response /consolidated response to the service provided			
	TOTAL: Approved Request -less than 1000 data -more than 1000 data but not greater than 2000 data -more than 2000 data but not greater than 3000 data		2 days, 2 hours and 125 minutes 4 days, 2 hours and 125 minutes 5 days, 2 hours and 125 minutes	

FEEDBACK AND COMPLAINS MECHANISM	
How to send feedback	Fill out online form sent to the requestor's email after closing the ticket
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan.
How to file a complaint	Using the online feedback form.
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 881-6565

DSWD FIELD OFFICE 8

Internal Services

1. Request for Certification of Leave Credits

Certificate of Leave Credits (CLC) is a document which provides accurate data on the Leave Credits Balances of regular, casual and contractual employees. This document is necessary in applying for terminal leave claim, transfer to another government agency, and for monitoring purposes. The Personnel Administration Section (PAS) receives one (1) to three (3) requests per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Regular, Casual and Contractual Employees
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request Form	Personnel Administration Section
Total No. of Steps:	Five (5)
Total Processing Time:	One (1) hour and Fifteen (15) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Certificate of Leave Credits.	3. Preparation of Certificate of Leave Credits (CLC).	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared CLC to the Section Head of PAS for review and countersign.	None	5 minutes	<i>Admin Staff of PAS</i>
	3.2. Review and countersigning of the CLC.	None	5 minutes	<i>Section Head of PAS</i>
	3.3. Give the duly countersigned CLC to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	<i>Admin Staff of PAS</i>

	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	<i>Admin Staff of HRMDD</i>
	3.5. Signing of the Certificate of Leave Credits (CLC).	None	5 minutes	<i>Division Chief of HRMDD</i>
	3.6. Return the duly signed CLC to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>
4. Get the Certificate of Leave Credits from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Certificate of Leave Credits to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	One hour and 15 minutes	

2. Request for Payslip

Pay Slip is a kind of document which contains the amount paid to an employee. It also indicates all the deductions made out of an employee's monthly salary. Said document is being requested for monitoring purposes, while others use it as a requirement in applying for a loan or credit card. The Personnel Administration Section receives Ten (10) to Fifteen (15) requests for Pay Slip per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular, Casual and Contractual Employees including MOA and JO Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Personnel Administration Section		
Total No. of Steps:	Five (5)			
Total Processing Time:	One (1) hour and Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5	Admin Staff of

			minutes	PAS
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	Admin Staff of PAS
3. Wait for the release of the requested Pay Slip.	3. Preparation of Pay Slip	None	15 minutes	Admin Staff of PAS
	3.1. Endorse the prepared Pay Slip to the Section Head of PAS for review and countersign.	None	5 minutes	Admin Staff of PAS
	3.2. Review and countersigning of Pay Slip.	None	5 minutes	Section Head of PAS
	3.3. Give the duly countersigned Pay Slip to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	Admin Staff of PAS
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	Admin Staff of HRMDD
	3.5. Signing of the Pay Slip.	None	5 minutes	Division Chief of HRMDD
	3.6. Return the duly signed Pay Slip to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	Admin Staff of HRMDD Admin Staff of PAS
4. Get the Pay Slip from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	Admin Staff of PAS
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Pay Slip to the requesting party.	None	5 minutes	Admin Staff of PAS

TOTAL	None	1 hour and 15 minutes	
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List of Services

Office	Address	Contact Information
Regional Director's Office	DSWD Field Office VIII, Magsaysay Blvd., Tacloban City	18001
Office of the Regional Director		18002
Office of the Assistant Regional Director for Administration		18003
Office of the Assistant Regional Director for Operation		18004
Promotive Services Division		18005
Protective Services Division		18006
Policy and Plans Division		18007
CAO Office		18008
SAO Office		18009
Kalahi Program		18010
Pantawid Program		18011
Sustainable Livelihood Program		18012
Accounting Section		18013
Budget Section		18014
Cash Section		18015
Procurement Section		18016
Property and Supply Section		18017
Records Section		18018
Personnel Section		18019
Human Resource Section		18020
Capability Building Unit		18021
Social Marketing Unit		18022
Provincial Operation's Office		18023
DRMD		18024
SOCPEN Section		18025
SOCTECH Section		18026
Crisis Intervention Section		18027
Admin Section		18028
Guard		18029

DSWD FIELD OFFICE 10

Internal Services

1. Inventory and Issuance of Personal Belongings to Newly Admitted Clients

Office or Division:		RRCY - PSD			
Classification:		Simple			
Type of Transaction:		CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted clients referred by Social Services Unit to Homelife Unit	1. Conduct inventory of personal belonging to the newly admitted clients	Inventory Form	30 minutes – 1 hour	None	<i>On duty Houseparent</i>
2	2. Assign client to handling houseparent	Clients Handle Form	5-10minutes	None	<i>Houseparent</i>
3	3. Prepare Request Issuance Sheet and analysis Report for the issuance of the needed personal belonging for the clients	Requisition Issuance Slip, Analysis Report and Issuance form	20- 30 minutes	None	<i>Houseparent</i>
4	4. Submit form to the Supervising Houseparent for pre-assessment and	Requisition Issuance Slip and Inventory form	3 – 5 minutes	None	<i>Supervising Houseparent /HP III</i>

	approval				
5	5. Submit form to the Center Head for Approval	Requisition Issuance Slip and Inventory form	3-5 minutes	None	<i>Houseparent</i>
6	6. Submit approved form to the Designated Supply officer	Approved Requisition Issuance Slip and Inventory form	45 minutes - 1 hour	None	<i>Houseparent</i>

2. Training Needs Assessment to Newly Admitted Clients

Office or Division:			RRCY		
Classification:			Simple		
Type of Transaction:			CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)		
Who may avail:			CLIENT (CICL)		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted client is referred by the Houseparent on Duty for the conduct of Training Needs Assessment	1. Training Needs Assessment	Filled up Training Needs Assessment Form	5-10 minutes	None	Manpower Development Officer I
	1.1. Client will be turned over back to Houseparent on Duty		1-2 minutes	None	Manpower Development Officer I
	1.2. Consolidation of Individual Training Needs Assessment	Ranking of Training Needs Assessment Result	1-2 hours	None	Manpower Development Officer I
2. Reporting	2. Submission of report	Quarterly Training Needs Assessment	Every 25 th to 30 th day of the quarter	None	Manpower Development Officer I

		nt Report			
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3. Physical Check-Up of Newly Admitted Clients

Office or Division:		RRCY			
Classification:		Simple			
Type of Transaction:		CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted CICL is referred by Houseparent on duty for Physical and Medical examination within 24 hours	1. Profiling of client	Physical Examination Form, Nurses Note, Monthly Weighing Form and Resident's Logbook	5 mins	None	<i>Nurse on duty</i>
2	2. Vital signs taking including height and weight with Body Mass Index	Physical Examination Form, Nurses Note, Monthly Weighing Form	5 mins	None	<i>Nurse on duty</i>
3	3. Prepare out on pass to both staff and client and wait for the approval from Center Head	Individual pass slip (staff)/ resident's out on pass form	5 mins	None	<i>Nurse on duty/ Center Head</i>

4	4. Inform driver for transportation to prepare the vehicle gate pass with the approval from Center Head	Vehicle gate pass	3 mins	None	<i>Driver</i>
5. Referred to Gingoog City Health Office	5. Travel time from RRCY to City Health Office, Gingoog City	RP JEEP	10 mins	None	<i>Nurse on duty/ Driver</i>
6	6. Referring/ Escorting client to City Health Officer or Physician	Physical Examination Form	25 mins	None	<i>Nurse on duty and Physician</i>
7	7. Travel time from City Health Office, Gingoog City to RRCY	RP JEEP	10 mins	None	<i>Nurse on duty/ Driver</i>
5	8. Endorsing client back to HP on duty and provided the handling Social Worker with copy of physical examination	Physical Examination Form (Photocopy)	5 mins	None	<i>Nurse on duty/ House parent on duty/ Undersigned Social Worker</i>

4. Psychological Assessment for Clients

Office or Division:		RRCY/PSD			
Classification:		Simple			
Type of Transaction:		CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted client in the center	1. Client is referred by Social Services Unit for psychological assessment 1.1. Conduct of Biopsychosocial Interview (Pre-assessment) to the newly admitted client	Biopsychosocial Interview Form	1 – 2 hours	None	<i>Psychometrician</i>
2	2. Conduct psychological testing	Answer Sheet	2 – 3 hours	None	<i>Psychometrician</i>
3	3. Return client to the homelife unit		2-3 mins	None	<i>Psychometrician</i>
4	4. Interpretation of client psychological test.	Result of Psychological Test base on the Interpretation Manual	5-6 hours	None	<i>Psychometrician</i>
5	5. Produce Psychological Evaluation Report	Psychological Evaluation Report	8-10 hours	None	<i>Psychometrician</i>

5. Reporting of Client(s) Who Left the Center Without Permission (LWOP)

Office or Division:		RRCY/PSD			
Classification:		Simple			
Type of Transaction:		CLIENT TO DSWD-RRCY STAFF (GOVERNMENT)			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUM ENTS	PROCESS ING TIME	PROCESS ING FEE	PERSON RESPONSIBLE
1. LWOP Incident in the center information	1. Inform the incident to the Center Head within 24 hours	None	2-5 mins	None	<i>Houseparent Security Guard</i>
2	2. Mobilize/inform the staff to possibly apprehend the reported LWOP CICL	None	3-5mins	None	<i>Center Head</i>
3	3. Report will be submitted to the Center Head and Executive on Duty	Incident Report	2-5mins	None	<i>Houseparent Security Guard</i>
4. Report to PNP, Barangay, Referring Parties, Parents, Regional Office and Court	4. File Police Blotter to Gingoog City Police Station and inform Brgy. 26, Gingoog City	Police Blotter and Letter	10-25mins	None	<i>Security Guard</i>
5	5. Searching in bus terminal, national highways and neighboring barangay within Gingoog City			None	<i>Houseparent Security Guard</i>
6	6. Inform the referring		5-10mins	None	<i>Social Worker</i>

	parties and parents of the client				
7	7. Prepare report to the handling court and regional office	Letter Report with request for issuance of warrant of arrest	1-2hrs		<i>Social Worker</i>

6. Procedures in the Receipt, Inspection, Acceptance and Recording, Deliveries of Inventory Items and Equipment

In accordance to the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division	Property, Supply and Assets Mngt. Unit		
Classification:	Internal		
Type of Transaction:	Delivery of Supplies		
Who may avail:	DSWD Field Office 10 Employees		
AGENCY ACTIONS		PROCESSING TIME	PERSON/UNIT RESPONSIBLE
Delivery of Equipment and Inventory Item			<i>Property Supply and Assets Mgt. Unit (PSAMU)/ Warehouse In-charge</i>
1. Signs "Received" portion of original and Copy 2 of the Delivery Receipt (DR). Files original and return Copy 2 of the DR to the Supplier/Procurement Service.		1 min.	
2. Prepares Inspection and Acceptance Report (IAR) in three copies. Forwards IAR, original of DR, and copy 2 of approved PO from file to the Property Inspector for inspection of deliveries.		1 min.	
3. Inspect and verifies items as to quantity and conformity with inspections based on the DR and approved PO. If in order, signs and indicates date of inspection in the "inspected"		30 min.	<i>Property Inspector</i>

<p>column of the IAR. Retains copy 3 of IAR and forwards the items and copy 1-2 of IAR, original of DR and copy 2 of PO to Property/Supply Officer for Acceptance.</p> <p>4. If specification are not in order or delivery is not complete, indicates notation on the IAR that the deliveries are not in conformity with specifications agreed under the approved PO or deliveries are not complete. Forward the IAR to the Property/Supply Officer.</p>		
<p>5. Signs in "Acceptance" column, acknowledging receipt of the items delivered. Checks the appropriate box whether a complete or partial (indicate quantity received) delivery and indicate the date of receipt and remarks, if any.</p> <p>Forwards items to Property/Supply Custodian for safe-keeping/storage.</p>	5 min.	<i>Property/Supply Officer</i>
<p>6. In-charge of accepting deliveries of procured items shall, within twenty-four (24) hours from such acceptance, notify the COA Auditor of the time and date of the scheduled deliveries. Forward a copy of IAR, P.O to COA Auditor either complete or partial deliveries.</p> <p>7. After notify the COA Auditor.</p> <p>a. Completed deliveries of items - forward the vouchers to accounting for payments.</p> <p>b. Incomplete deliveries of items – Hold the voucher and waiting for complete deliveries of items/goods.</p>	<p>1 hour</p> <p>30 min.</p>	<i>Property/Supply Officer</i>
<p>For PPE more than P15,000 above issued a PAR to DSWD Staff for</p>	10 min.	<i>Property/Supply Officer</i>

Permanent/Contractual Staff for PAR and for sub-PAR for MOA Staff and below **Php.14,999.00 issued a ICS** to DSWD Staff (Semi-expenditures)

PREMIS

Servicing:

10 min.

Property/Supply Officer

Motor Vehicles – Provide a copy of IAR and PO to Warehouse Incharge for recording the repair History.

Trainings

30 min.

End-User

Accommodations/Vehicle Rentals
– If the activity/services is COMPLETED or PARTIAL attached the ff:

- Attendance Sheets
- Billing Statements

Property/Supply Officer

8. **Proceed to Step 1-5.** For COMPLETED activity, forward the vouchers to **Accounting for payments.**

Duplicate the vouchers for PARTIAL activity/services and forward to **budget for adjustment (payments)**. The original voucher was kept by PSAMU to monitor the remaining activities/services.

7. Procedures in The Requisition and Issuance of Inventory Items/Equipment

In accordance to the Implementation of ADMINISTRATIVE ORDER NO. 6
SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT
OF DSWD PROPERTIES.

Office of Division:	Property, Supply and Assets Mngt. Unit
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Classification:

Internal

Types of Transaction:

Requisition and Issuance of Items

Who may avail:

DSWD Field Office 10 Employees

AGENCY ACTIONS

PROCESSING TIME

PERSON/UNIT
RESPONSIBLE

Inquiry for the Availability of Supplies

5 min.

Concerned Office
Requesting Personnel
(CORP)

1. Fill-out/prepares Supplies Availability Inquiry (SAI)

2. If **stock is Not Available**, advise End-user to prepare Purchase Request (PR) for the item requested.

<p>If available from stock, prepare and fill-up Requisition and Issuance Slip (RIS) in three (3) copies. Sign "Requested by". Forward RIS to authorized official for approval.</p> <p>Note: The RIS shall be distributed as follows: <i>Original – Accounting Unit</i> <i>Copy 2 – Property Supply and Assets Mgt. Unit</i> <i>Copy 3 – Requesting Office</i></p>	5 min.	
3. Receives signed RIS and forwards to the PSMAU together with the original SAI for withdrawal of inventory items requested.	5 min.	
4. Review and verifies RIS, as to completeness of information. Fills up the RIS No./Date, and Quantity, Remarks and initials "Approved by" portion of the RIS, and records RIS in the logbook.	5 min.	<i>PSMAU</i>
5. Signs the "Approved by" portion of RIS and returns to the Supply Officer for issuance of the stock.	5 min.	<i>Admin Division Chief</i>
6. Fill up and signs the "Issuance" portion of the RIS and issues inventory items requested to the Requesting Personnel.	5 min.	<i>Supply Officer</i>
7. Receives supplies, requested and sign in the "Received by" portion of the RIS.	5 min.	<i>Concerned Office Requesting Personnel (CORP)</i>
<p>For Equipments: Follow Steps 1-5</p> <p>1. Update database and prepare PAR/ICS and sticker</p> <p>2. Review and sign by PSAM Head</p> <p>3. Receives supplies, requested and sign in the "Received by" portion of the RIS.</p> <p>4. Release supplies or equipment</p>	<p>20 min.</p> <p>5 min. 5 min.</p> <p>10 min.</p>	<p><i>PREMIS</i></p> <p><i>PSAMU CORP</i></p> <p><i>Property Custodian</i></p>

8. DSWD Disposal of Waste Material/Scrap and Spoiled Goods

In accordance to the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division:	Property, Supply and Assets Mngt. Unit	
Classification:	Internal	
Type of Transaction:	Disposal	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
1. Identification of waste materials/scrap for disposal	1 week	<i>Warehouseman</i>
2. Submission of Request for Disposal	5 min.	<i>Warehouseman</i>
3. Inspection of waste materials and preparation of WMR	1 day	<i>PAMU</i>
4. Submission of Request to RPDAC	1 hour	<i>PAMU</i>
5. Evaluation of the items requested for disposal and preparation of recommendation on the mode of disposal to be applied	1 day	<i>RPDAC</i>
6. Approval of resolution on the modes of disposal applied	1 hour	<i>Regional Director</i>
7. Publication of bidding for the sale of disposable properties	1 week	<i>RPADC Secretariat</i>
8. Conduct of bidding process	1 day	<i>RPDAC</i>
9. Awarding of winning bidder	1 day	<i>RPDAC</i>
10. Acceptance of Payment	1 day	<i>Cashier</i>
11. Hauling	1 -3 days	<i>RPDAC Secretariat and the Warehouseman</i>
12. Submission of Report to COA, IAS and Accounting Division	1 hour	<i>RPDAC Secretariat</i>

9. Procedures in the Requisition and Issuance of Equipment

In accordance to the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division:	Property, Supply and Assets Mngt. Unit	
Classification:	Internal	
Type of Transaction:	Requisition and Issuance of Equipment	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
1. Upon receipt of Notice of Availability of the equipment	5 min.	<i>Concerned Office Requesting Personnel</i>

<p>requested, prepares RIS in three copies.</p> <p>Fills up the necessary information pertaining to requisition, except Issuance column of the RIS</p>		
<p>2. Reviews RIS and signs "Requested by" in the requisition column.</p>	5 min.	<i>Authorized Official</i>
<p>3. Records the signed RIS in the logbook and indicate date, particular and remarks.</p> <p>Forwards the same to supplies and Property Unit for processing of the requisition.</p>	5 min.	<i>Requesting Personnel</i>
<p>4. Receives signed RIS from Requesting Office. Records the RIS in the logbook the date, particulars and Requesting Office. Assigns number on RIS and issues Copy 3 to Requesting Office personnel for file.</p> <p>Note: Copy 3 of the RIS shall be issued to Requesting Personnel</p>	5 min.	<i>Property and Supply Unit Receiving Staff</i>
<p>5. Verifies RIS and checks against the PR</p> <p>Initials RIS and forwards the original and Copy 2 of RIS to the Head of the Property and Supply Unit for review and approval.</p>	5 min.	<i>Property Officer</i>
<p>6. Reviews RIS and signs the "Approved by" Issuance portion of RIS. Forwards copies 1-2 of RIS to Property Custodian.</p>	5 min.	<i>Head of the Property and Supply Unit</i>
<p>7. Based on the approved RIS, assigns number on the property being transferred/issued indicates the number in the RIS</p>	5 min.	<i>Property Custodian</i>
<p>8. Prepares Acknowledgement Receipt of Equipment (ARE). Indicates the quantity, unit, description and property number of the items being issued. Signs in the "Received from" and "Issued by" portions</p>	5 min.	<i>Property Custodian</i>

of the ARE and RIS, RESPECTIVELY. Records the date, number and particulars in the ARE logbook Note: ARE shall distributed follows: Original – Supply and Property Unit file Copy 2 – Recipient or user of the property file		
9. Retrieves copy 3 of RIS, Checks item if it is in conformity with RIS. Signs “Received by” portion of original and copy 2 of ARE and RIS. Returns original ARE and copies 1-2 of RIS to Property Custodian/Officer. Files the copy 2 of ARE and copy 3 of RIS.	5 min.	<i>Concerned Office Requesting Personnel</i>
10. Files original of ARE per accountable officer and copy 2 of RIS. Forwards the original RIS the Accounting Unit for recording in the PPELC.	5 min.	<i>Supply and Property Unit/Property Officer</i>

10. Process of Bidding for Venue (For Trainings and Seminars)

Requisition of Venue services for trainings and Seminars/Events

Office or Division:	Administrative Division – Procurement Unit			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives Purchase Request (PR) from BAC Sec then records and produces a set of Requests for Quotation (RFQ)	None	10 minutes	<i>Administrative Staff</i>
	2. Signs the RFQ	None	5 minutes	<i>Procurement Unit Head</i>
	3. Canvasses to at least 3 suppliers then submit to Bids and Awards Committee Secretariat (BAC Sec)	None	1-5 days	<i>Canvasser</i>

	for Awarding			
	4. Convenes and awards to lowest calculated and most responsive bid	None	(refer to BAC Sec processing)	<i>BAC Secretariat</i>
	5. Receives and records the Abstract of Award, produces a Purchase Order with required attachments, and forwards the documents to corresponding end-user's Division Chief for signature	None	20 minutes	<i>Administrative Staff</i>
	6. Signs the Obligation Request and Status (ObRS) and Disbursement Voucher (DV)	None	(refer to Division Chief processing)	<i>End-user's Division Chief</i>
	7. Obligates allotment of funds	None	(refer to Budget Unit processing)	<i>Budget Unit</i>
	8. Reviews Purchase Order (PO) and attachments then certifies fund availability	None	(refer to Accounting Unit processing)	<i>Accounting Unit</i>
	9. Approves PO	None	(refer to Regional Director processing)	<i>Regional Director</i>
None	10. Receives and records approved PO	None	5 minutes	<i>Administrative Staff</i>
	11. Serves PO to supplier	None	1-2 days	<i>Administrative Staff</i>
	12. Forwards served PO to resident Commission on Audit (COA)'s office with checklist	None	20 minutes	<i>Administrative Staff</i>
	13. Reviews PO and stamp as received	None	(refer to resident COA's office processing)	<i>Resident COA</i>
	14. Receives and records PO from COA then forwards to Property and Asset Unit	None	10 minutes	<i>Administrative Staff</i>
TOTAL		None	2-7 days 1	

		hour and 10 minutes	
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11. Issuance of Appointment Paper for Hiring

Issuances of Appointment paper are for newly hired/promoted/reappointed permanent and contractual staff which is a mandatory requirement from the Civil Service Commission.

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2E – Government to Employees			
Who may avail:	All DSWD Permanent/Contractual Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements for processing of appointment paper			Client	HRMDD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt Notice of Hiring	1. Provides approved/signed message for transmission	None	5 minutes	<i>Client/HRPPMU</i>
2. Complies Requirements	2. Provides checklist of requirements	None	3-7 days	<i>Client/HRPPMU</i>
3. Submission of Requirements	3. Prepares appointment for the RD's approval	None	3 days	<i>Client/HRPPMU</i>
4. Reports to Duty	4. Approved Appointment transmitted to staff	None	15 days	<i>Client/HRPPMU</i>
TOTAL		None	25 days and 5 minutes	<i>May be extended depending on the volume of transactions handled</i>

12. Issuance of Certificate of Employment

Certificate of Employment is requested by current or former workers for specific reasons.

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2E – Government to Employees			
Who may avail:	All DSWD Employees/Workers (Offices, Bureaus, Services, Field Offices)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements for processing of employment certificate			Client	HRMDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete supporting documents with correct details to HRPPMU	1. Provides request form to concerned official/employee	None	2 minutes	<i>Separated/Active Official/Employee or Authorized Representative/HRPP MU Staff</i>
2. Reviews request	2. Checks/Validates completeness/correctness of supporting documents required	None	2 minutes	<i>Separated/Active Official/Employee or Authorized Representative/HRPP MU Staff</i>
3. Processing of request	3. Encodes, Finalizes, and Prints COE form	None	1 day (May be extended depending on the volume of transactions handled)	<i>HRPPMU Staff</i>
4. Approval of request	4. Approves and Signs COE 4.1. Should be needed, informs requesting party that the document is already available	None	3-4 days (May be extended depending on the volume of transactions handled)	<i>OIC-Division Chief/HRPPMU Head/Personnel Administration Unit Head</i>
5. Claims/Receives the signed COE through email or walk-in	5. Transmits and Issues signed COE to requester of either email or walk-in with acknowledgement receipt	None	2 minutes	<i>Separated/Active Official/Employee or Authorized Representative/HRPP MU Staff</i>
TOTAL		None	5 days and 8 minutes	<i>May be extended depending on the volume of transactions handled</i>

13. Issuance of Employment Contract for Cost of Service (COS)/Job Order (JO) Workers

Issuance of Employment Contract are usually done before the deployment of a worker. This is the contract that binds the employee and the Departments wherein deliverables and compensation are stipulated.

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) – HRMDD
Classification:	Simple

Type of Transaction:		G2E – Government to Employees (Internal/DSWD MOA/Job Order Workers)		
Who may avail:		All DSWD MOA/Job Order Workers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements for processing of employment contract			Client	HRMDD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Notice of Hiring	1. Provide the hired applicant of the notice to hire	None	5 minutes	<i>HRPPMU</i>
2. Comply Requirements	2. Provide checklist of requirements 2.1. Upon compliance with complete requirements, preparation for opening of BIR-TIN	None	7 days	<i>Client/HRPPMU</i>
3. LandBank Opening	3. Provide Letter of Endorsement to be forwarded to the Cash Unit	None	3 days	<i>Client/HRPPMU</i>
4. Signing of Contract	4. Provide contract to be signed by the client	None	10 minutes	<i>Client/HRPPMU</i>
5. Approval of Contract	5. Sign and provide contracts/approve contracts 5.1. Approved contract transmitted to staff	None	15 days	<i>HRPPMU</i>
TOTAL		None	25 days and 15 minutes	<i>May be extended depending on the volume of transactions handled</i>

14. Application for DSWD Scholarship Program (Local and Foreign)

In accordance with the Administrative Order 16, series of 2018, “Enhanced Guideline on Education support for DSWD Employee”, the business flow for the Application for Local and Foreign Scholarship was formed to ensure proper process for interested qualified applicants.

Office or Division:	Learning and Development – HRMDD
Classification:	Simple
Type of Transaction:	G2E – Government to Employees
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements may vary				
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1	1. Notice of scholarship thru memorandum from the Central Office cascaded to the Field Offices 1.1. Learning and Development Unit prepares and disseminates Regional Memorandum informing all interested qualified employees of the said scholarship.	Regional Memorandum disseminated to all Divisions/Unit/Sections	2-3hrs	Learning and Development Focal
2. Interested qualified employees submits their letter of intent to avail of the said Scholarship	2. Consolidation and screening of the submitted letter of intent from interested qualified applicants	Letter of Intent from the qualified Applicants	5-6hrs	Learning and Development Focal
3	3. Regional Personnel Development Committee convenes and to conduct deliberation for the submitted letter of intent from nominees based on the set criteria. RPDC Resolution will	Regional Personnel Development Committee Resolution		Regional Personnel Development Committee

	be approved by the Regional Director			
4	<p>4. Congratulatory Letter to be handed to scholarship nominees</p> <p>4.1. Regret Letter to be handed to applicants who did not meet the requirements.</p>	Congratulatory Letter / Regret Letter	2-3hrs	<i>Learning and Development Focal</i>
5. Regional Nominees will submit documentary requirements	5. Consolidation of the documentary requirements from the applicants to be submitted to the Records unit for forwarding to HRDS-CO	Documentary requirements from the regional nominees	Within the day	<i>Regional Nominees, Records Unit and Learning and Development Unit</i>
6	<p>6. The Field Office receives the memorandum for the Deliberation result of the PDC-CO.</p> <p>6.1. If the regional nominee is selected, the L&D shall issue a congratulatory letter and a checklist of the requirements;</p> <p>6.2. If the regional</p>	<p>PDC-CO Memorandum;</p> <p>Congratulatory Letter & Checklist of Requirements;</p> <p>Regret Letter</p>	2-3hrs	<i>Learning and Development Unit</i>

	nominee is NOT selected, L&D unit will issue a regret letter.			
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15. Issuance of Regional Special / Travel Order

In the pursuit to fast-track the internal services of the Department through the issuance and dissemination of Regional Special order and Regional Travel Order.

Office or Division:	Learning and Development – HRMDD
Classification:	Simple
Type of Transaction:	G2E – Government to Employees
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Requirements may vary

AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the Regional Director (ORD) endorses approved request for issuance of Regional Special Order / Regional Travel Order to the Learning and Development Unit (L&DU).	1. Request for Issuance of Regional Special/Travel Order	1hr	<i>Learning and Development RSO/RTO Focal</i>
2. L&DU facilitates the construct of the Regional Special/Travel Order with corresponding RSO/RTO control number and series for monitoring.	2. Unapproved RSO/RTO	2-3hrs	<i>Learning and Development RSO/RTO Focal</i>
3. L&D RSO/RTO focal then endorses the unapproved RSO/RTO to HRMDD Chief and L&D Head for review.	3. Unapproved RSO/RTO	2hrs	<i>HRMDD Chief and L&DU Head</i>
4. The RSO/RTO Focal then endorses the reviewed RSO/RTO to the ORD for approval by the Regional Director.	4. Approved RSO/RTO	2 Days	<i>Office of the Regional Director</i>
5. ORD endorses approved RSO/RTO to the L&DU for document scanning and data banking.	5. Approved RSO/RTO	2-3 Days	<i>Learning and Development RSO/RTO Focal</i>
6. L&DU endorses the scanned and approved copy of RSO/RTO to OBS end user.	6. Approved RSO/RTO	2 Days	<i>Learning and Development RSO/RTO Focal</i>

16. Application for Study Leave

In accordance with the Administrative Order 16, series of 2018, "Enhanced Guideline on Education support for DSWD Employee", the business flow for the Application for Study Leave is in placed to provide guidance to all interested applicants.

Office or Division:	Learning and Development – HRMDD		
Classification:	Simple		
Type of Transaction:	G2E – Government to Employees		
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Requirements may vary			
AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant has the need to pursue study leave for: 1.1. Preparation for exam 1.2. Completion of academic requirements	1. Approved letter of request to apply for study leave	1hr	Learning and Development RSO/RTO Focal
2. LDU screens and reviews the request letter per set criteria in the guidelines	2. Approved letter of request to apply for study leave & MC 16, S 2018	2hrs	Learning and Development RSO/RTO Focal
3. If the applicant is qualified for the study leave, the LDU/RPDC Secretariat will prepare a RPDC resolution for the study leave; 3.1. If applicant is NOT qualified, LDU/RPDC Secretariat will prepare regret letter	3. Approved letter of request to apply for study leave & RPDC Resolution 3.1. Regret letter	2hrs	HRMDD Chief and L&DU Head
4. RPDC Review the resolution. RPDC members will sign and approve the resolution if in concurrence	4. Approved RSO/RTO	2-3days	Office of the Regional Director
5. LDU/RPDC Secretariat will endorse the RPDC approved resolution to the Office of the Regional Director for the	5. Approved RSO/RTO	1 day	Learning and Development RSO/RTO Focal

approval of the Regional Director (for FO rank and File);			
5.1. RPDC approved resolution will be submitted to the Office of the Secretary at DSWD CO for Approval (for Div. Chief and up)			
6. LDU/RPDC Secretariat informs the applicant of the approval of the request and require the applicant to accomplish a leave contract, Study leave application form and other necessary documentary requirements.	6. Approved RSO/RTO	1day	<i>Learning and Development RSO/RTO Focal</i>

17. HMO Process Flow for Enrollment and Payment

Office or Division:	HUMAN RESOURCE WELFARE UNIT - HRMDD		
Classification:	Simple		
Type of Transaction:	Simple		
Who may avail:	G2E – Government to Employees		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Requirements may vary			
AGENCY ACTIONS	OFFICE/UNIT	RESPONSIBLE PERSON	OUTPUT
A) Enrollment Process			
1) Automatic enrollment, based on payroll of those who received CNA bonus	PAD/PAS	Chief, Section Head, and Payroll Master	CAN Paid amount for HMO Deducted
1.a) Prepare List of Enrollees	HR/PAD/PAS/SWEAP Chapter	Chief, Section Head, SWEAP President, HMO Focal	List of enrollees
1.b) Cleansing of enrollment record records	HR/PAD/PAS/SWEAP Chapter	Chief, Section Head, SWEAP President, HMO Focal	Clean List
1.c) Request for Exclusion from Automatic enrollment	HR/PAD/PAS/SWEAP Chapter	Chief, Section Head, HMO Focal, SWEAP President	Request granted
1.d) Forward enrollees List to HMO Service Provider	SWEAP Chapter	HMO Focal President	List Submitted, Acknowledge
2)Enrollment of Dependent (Principal from Regular, Casual, Contractual)	SWEAP Chapter	HMO Focal	List of enrollees
2.a Enrollment Application (EA) and Authority to	SWEAP Chapter	HMO Focal	Filing

Deduct(AD)			
2.a.1 Received EA and AD, and Record the same for control purposes	SWEAP Chapter	<i>HMO Focal</i>	Received and Recorded EA and AD
2.a.1 Process EA and AD	SWEAP Chapter	<i>HMO Focal</i>	Process EA and AD
2.a.2 Approved EA and AD <i>Note: If EA and AD not approved this shall be returned with reason and justification why it was not approved.</i>	SWEAP Chapter	<i>SWEAP Chapter President</i>	Approved EA and AD
2.a.3 Submit AD to PAD/PAS	SWEAP Chapter/PAD/PAS	<i>HMO Focal</i>	Submitted AD
2.a.4 Deduct Payment from payroll of Principal of Dependent	PAD/PAS	<i>Payroll Master</i>	Deduction effected
2.b) Submit list of Qualified dependent to HMO SP			
2.b.1 Verify, Check, review list	SWEAP Chapter	<i>Chapter President</i>	Reviewed, verify and Check list
2.b.2 Submit list to HMO SP	SWEAP Chapter	<i>HMO Focal</i>	Submitted list
2.b.3 Submitted list of dependent	SWEAP Chapter	<i>HMO Focal</i>	Submitted list
3) Received Billing Statement	SWEAP Chapter	<i>HMO Focal</i>	Received Billing Statement
3.a) Record received Billing Statement(BS)	SWEAP Chapter	<i>HMO Focal</i>	Recorded BS
3.b Check, Verify BS with submitted list of enrollees	SWEAP Chapter	<i>HMO Focal/SWEAP Chapter President</i>	Checked, Verified BS
3.c Reconcile BS with HMO SP	SWEAP Chapter	<i>HMO Focal</i>	Reconciled BS
3.d Request corrected BS	SWEAP Chapter	<i>HMO Focal/SWEAP Chapter President</i>	Letter Request
3.e Received and Record Corrected BS	SWEAP Chapter	<i>HMO Focal</i>	Received BS
3.f BS Reconcile to payroll deduction for dependent	SWEAP Chapter/PAD/PS	<i>HMO Focal/Payroll Master</i>	Reconciliation conducted
3.g Corrected payroll deduction	PAD/PAS	<i>Payroll Master</i>	Payroll deduction deducted
4) Payment for Automatic Enrollment (Regular, Casual,	PAD/PAS	<i>Payroll Master</i>	Payment through

Contractual)			bank
4.a Prepare payment to HMO SP as Payee	PAD/PAS	<i>Payroll Master</i>	Prepared payment
4.b Remit Payment to HMO SP, by depositing the same to the HMO Official Account	FMS/FMS/Cash Unit/SWEAP Chapter	<i>Cashier/SWEAP President</i>	Payment made to HMO SP
4.c Record payment	SWEAP Chapter	<i>HMO Focal</i>	Payment recorded
5) Payment for Dependent/MOA/JO, with Authority to Deduct, same process from 4.a to 4.c	PAD/PAS	<i>Payroll Master</i>	Prepared payment
6) Payment for Dependent on One Time Cash Payment	SWEAP Chapter	<i>HMO Focal</i>	Payment through bank
6.a Received Authority to Pay (AP)and Enrollment Form(EF)	SWEAP Chapter	<i>HMO Focal</i>	Received AP and EF
B) Received of Official Receipt(OR) with attached list of paid enrollees			
b.1 Record OR with attached list of paid enrollees	SWEAP Chapter	<i>HMO Focal</i>	Recorded OR
b.2 Reconcile paid enrollees list, with submitted list enrollees	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Reconciled paid list with submitted enrollees
b.3 Report discrepancies for adjustment and reconciling items to HMO SP	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Reported discrepancies
C) Received Adjusted Billing Statement			
c.1 Received adjusted BS	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Received BS
c.2 Submit BS for preparation of lacking payment	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Submitted BS
c.3 Prepare payment to complete the discrepancies	PAD/PAS	<i>Payroll Master</i>	Prepared DVs
c.4 Remit Payments to HMO	FMS/FMD/Cash/SWEAP Chapter	<i>Cashier/SWEAP President/HMO Focal</i>	Remitted payments
c.3 Prepare letter request for refund if any.	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Letter request prepared

18. Securing Clearance Certificate

Office or Division:	HRMDD - Human Resource Planning and Performance Management Unit (HRPPMU)
Classification:	Simple
Type of Transaction:	G2E – Government to Employees (Internal/DSWD Employees)
Who may avail:	All DSWD Employees/Workers

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requirements may vary			HRMDD - HRPPMU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance form with complete supporting documents and correct details to immediate Supervisor	1. The immediate Supervisor signs and endorses clearance to the Regional Project Management Office for processing	none	2-3 hours (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/Supervisor</i>
2. Submits approved clearance from the immediate Supervisor to the assigned RPMO	2. The RPMO signs and endorses clearance to the different concerned offices/Division Chiefs/ARDO for onward processing	none	2-3 hours (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/RPMO</i>
3. Submits approved clearance from the RPMO to the different concerned offices/Division Chiefs/Assistant Regional Director for Operations (ARDO)	3. The different concerned offices/Division Chiefs/ARDO signs clearance and endorses such to the Regional Director	none	1-2 days (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/Different Concerned Offices/Division Chiefs/ARDO</i>
4. Submits approved clearance from the different concerned offices/Division Chiefs/Assistant Regional Director for Operations (ARDO) to the	4. The Regional Director approves and signs clearance for further processing and submission to the HRMDD	none	1-3 days (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/Regional Director</i>

Regional Director				
5. Submission of the approved clearance from the Office of the Regional Director (ORD) to the Human Resource Management and Development Division (HRMDD)	5. The HRPPMU receives, reviews, files, and endorses approved completed clearance to the Personnel Administration Unit to be forwarded to the Cash Unit for the processing of the separated official's/employee's last salary	none	1-2 days (May be extended depending on the volume of transactions handled)	<i>HRMDD Staff/Personnel Administration Unit Staff/Cash Unit Staff</i>
TOTAL		none	7 days, 6 hours	<i>May be extended depending on the volume of transactions handled and availability of the signatories</i>

19. Media Interview (Phone Patch)

Office or Division:	SOCIAL MARKETING UNIT			
Classification:	Simple			
Types of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Media submits request to Social Marketing unit	1. SMU/Regional Information Officer receives request from Media	None	15 Minutes	<i>Media Social Marketing Unit Focal/Regional Information Officer</i>
2	2. SMU Focal / RIO prepares briefer for interviewee	None	30mins	<i>Social Marketing Unit Focal/Regional Information Officer</i>
3	3. SMU Focal / RIO submits briefer for interviewee	None	5 mins	<i>Social Marketing Unit Focal/Regional Information</i>

				<i>Officer</i>
4	4. Interviewee reviews Briefer and gives direction to proceed with the interview	None	5mins	<i>Interviewee</i>
5. Media begins the Interview thru phone patch		None		<i>Interviewee</i> <i>Media</i>

20. Receiving and Tagging of Vouchers

Office or Division:	Financial Management Division – Budget Unit			
Classification:	Simple			
Types of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PR/Proposal PROCESS				
1	Received Documents - DOTA	None	5-10 mins	AA //
2	Encode the documents	None	3-5 mins	AA //
3	Distribute the documents in their respective focals – budget staff	None	5-10 mins	AA //
4	Mark the source of available allotment - If SAA is available If NO – inform the end user – follow up CO	None	10-20 mins	AA//
5	Sign the documents	None	10-30 mins	AOV/AOIV
6	Forward to RD for approval	None		
OBLIGATION PROCESS				
1	Received OBR/DV with attached documents - DOTA	None	5-10 mins	AA//
2	Distribute OBR/DV in their respective focals for obligation – budget staff	None	5-10 mins	AA//
3	Sign the OBR/DV	None	10-30 mins	AOIV/AOV
4	Return to Focal Budget staff	None	3-5 mins	AOIV/AOV

5	Forward to Accounting Unit	None	5-10 mins	AA //
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Mode of receiving feedback would either be through DROP BOX or Email Add of our division (drr.dswdregion10@gmail.com)
How feedbacks are processed	DRMD is designating a staff to take charge in receiving feedbacks from the clients concerning our programs and services and become a part of the agenda for discussion during the Division monthly meeting for comments and suggestions towards the improvement of individual's performance.
How to file a complaint	DRMD has seldom received complaints from the clients and partners (usually not more than 3 complaints in a year).
How complaints are processed	So far, complaint from clients is usually about the delayed TFSP payout in Marawi City due to the pandemic. DRMD sends feedback to the concerned complainant upon receipt of the complaint (if the focal person of the program is around) usually through e-mail add is provided in the communication.
Contact Person/Information	<u>Drr.dswdregion10@gmail.com</u> Ms. Salma Acmad- DRMD Clerk

FEEDBACK AND COMPLAINTS MECHANISM OF THE HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

The Human Resource Management and Development Division (HRMDD) upholds the workforce systems along with embodying the welfare of its manpower. The complaints and feedback mechanism of this division has an emphasis on the Recruitment, Selection and Placement (RSP) and Personnel Administration Unit (PAU) as these are the mainstream of our services. As detailed herein, these are the processes involved on how the HRMDD addresses the complaints being received from the clients and the response mechanism being practiced for feedback giving.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send feedback through email at <u>dswdhrdu.fo10@gmail.com</u> .
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	<p>A feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>
How feedbacks are processed	<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers they shall be subject for evaluation also. These feedbacks will be gathered and analyzed in order for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <ul style="list-style-type: none"> • In the aspect of RSP, the HRPPMU will be consolidating the feedback whenever there are comments received on hiring procedures and other matters relevant to recruitment. <i>(Focal Person: Krizzia Geneva Kaye D. Singcay- HRMPSB Secretariat/ Recruitment Officer)</i> • On the other hand, the division also receives some feedback on Government Mandated Benefits and Employees' salary and Incentives in a form of queries. The HRMDD will be attending to this feedback and shall provide clarifications relevant to the feedback. <i>(Focal Person: Emma Zayas (AO-II, Personnel Administration Unit)</i> • For the issuance of Appointment Paper and Certificate of Employment, there will be <p>Feedback whether negative or positive are all collected as to have bases for conflict resolution when necessary and to hear comments from the general public which may provide avenue for its</p>

	staff to improve their systems and processes.
How to file a complaint	<p>Send complaints through email at dswdhrdu.fo10@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of recruitment processes, provided that concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein evidences and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given span of time, preferably three (3) days. Complainants shall be informed on the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as basis will be available. Fact finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	858-8134 (110) dwsd.hrdu.fo10@gmail.com

DIRECTORY

Office/Division	Head of Office	Designation	Contact Details
Office of the Regional Director	Mari-Flor A. Dollaga-Libang	Regional Director	mfdlibang@dswd.gov.ph
Office of the Assistant Regional Director for General Administration and Support	Martin S. Canguit	OIC- Assistant Regional Director for Administration	canguitboy@gmail.com

Services			
Office of the Assistant Regional Director for Operations and Programs	Rosemarie P. Conde	OIC- Assistant Regional Director for Operations	florpconde10@gmail.com
Policy and Plans Division	Zosimo G. Butil	Division Chief	fo10@dswd.gov.ph zgbutil.fo10@dswd.gov.ph
Financial Management Division	Myra R. Rocat	Division Chief	mu_rentutar@yahoo.com
Administrative Division	Elmer G. Canios	OIC-Division Chief	Procurement.dswd.fo10@gmail.com
Human Resource Management and Development Division	Portia G. Roldan	Division Chief	hrmdd.dswdfo10@gmail.com
Promotive Services Division	Glofelina J. Uayan	Division Chief	Promotive.dswd10@gmail.com
Disaster Response and Management Division	Morena B. Fernandez	Division Chief	drd.dswdregion10@gmail.com
Protective Services Division	Rosemarie P. Conde	Concurrent Division Chief	opd.dswdregion10@gmail.com
Regional Rehabilitation Center for Youth	Sonia E. Ipang	Center Head	dswdrccyfo10@gmail.com
Reception and Study Center for Children	Pamela Sean R. Balais	OIC-Center Head	dswd.ars10@gmail.com
Home for Girls	Monavic M. Budiongan	Center Head	dswd10home4girls@gmail.com
Regional Haven for Women	Maria Elena A. Palma	Center Head	fohaven10@gmail.com

DSWD FIELD OFFICE 11

Internal Services

1. Processing of Purchase Request

Procurement and posting of small value procurement/shopping.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		All concerned offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Approved Purchase Request duly signed from BAC SEC, Budget Unit, Requesting Party and Approved by the Regional Director.	1. Focal post to PHILGEPS Purchase Request amounting to 50,000-1,000,000	None	3 Days	<i>PHILGEPS Focal Procurement Section</i>
	1.1. Approved PR will be canvassed	None	2 days	<i>Canvasser Procurement Section</i>
	1.2. BAC Members will open Request For Quotations. BAC Chairman or Vice-Chairman must be available on the date of OPENING in addition of two (3) or more BAC members to be facilitated by BAC SEC.	None	1 day	<i>BAC Chairman Bids and Awards Committee</i>
	1.3. Create Abstract of Quotations	None	1 day	<i>BAC Chairman Bids and Awards Committee</i>
TOTAL		None	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Provide Client Satisfaction Survey Form at the designated drop box at the Procurement Unit.
How feedbacks are processed	Consolidate feedback forms every Friday and compiles all feedback submitted. Feedback forms are forwarded to Procurement Unit Head for evaluation.
How to file a complaint	Complaints go directly to Procurement Unit Head for immediate action.
How complaints are processed	After complaints are evaluated by Procurement Unit, The responsible person in Procurement Unit will take action within the day.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Approval of Requisition and Issue Slip (RIS) and Issuance of Requested Properties

The RIS shall be used by the Requisitioning Division/Office to request supplies/goods/equipment/property carried in stock and by the Supply and/or Property Division/Unit to issue the items requested.

Office or Division:	Administrative Division – Property, Supply and Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip		All concerned offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out RIS form completely, bearing the signatures of authorized signatories.	N/A			<i>Requesting Section/Unit/Division</i>
2. Forward RIS to Property, Supply, Asset and	2. Receive the submitted RIS Form	None	10 minutes	<i>Property Staff - PSAMS</i>

Management Section				
	2.1 Check availability of requested items	None	2 hours	<i>Property Storekeeper - PSAMS</i>
	2.2. Forward RIS Form to the Property, Supply, Asset and Management Section Head for approval.	None	1 hour	<i>Section Head – PSAMS</i>
	2.3 Return approved RIS to requestor	None	2 minutes	<i>Property Staff – PSAMS</i>
3. Receive the item requested	3. Release items to requestor	None	1 day	<i>Property Storekeeper - PSAMS</i>
TOTAL		None	1 day, 3 hours and 12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Provide Client Satisfaction Survey Form at the designated drop box at the Property Supply and Asset Management Section
How feedbacks are processed	Consolidate feedback forms every Friday and compiles all feedback submitted. Feedback forms are forwarded to Property Supply and Asset Management Section Head for evaluation
How to file a complaint	Complaints go directly to Property Supply and Asset Management Section Head for immediate action
How complaints are processed	After complaints are evaluated by Property Section, the responsible person in Property Supply and Asset management Section will take action within the day.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Funding of Purchase Requests

This refers to allocating funds to the Purchase Requests submitted by the different Offices, Units, Centers or Programs for conduct of various activities or purchase of goods

or services for the delivery and implementation of the programs and services to the intended clientele.

Office or Division:	Financial Management Division – Budget Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request Form/Template (2 copies)		Requesting Party		
2. Approved Project/Activity Proposal (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request with complete supporting documentary requirements.	1. Receives the Purchase Request from the requesting Office/ Unit/ Center or Program.	None	2 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit
	2. Checks the completeness of the Purchase Request.	None	2 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit
	2.1. If complete, the Purchase Request will be recorded in the logbook and forward to the assigned fund controller.	None	5 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit
	2.2. If incomplete, the Purchase Request will be returned to the requesting Office/ Unit/ Center or Program to comply the lacking requirement.	None	3 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit
	3. Checks the availability of the	None	2 minutes per Purchase	<i>Administrative Assistant II</i>

	allotment for the Purchase Request.		Request	Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	3.1. If allotment is available, record in the registry the details of the Purchase Request.	None	3 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	3.2. If allotment is not available, the Purchase Request will be returned to the requesting Office/ Unit/ Center or Program to contact Central Office for the downloading of funds.	None	3 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	4. Stamps "Funds Available" in the Purchase Request and writes the details of the funding as to P/P/A, object code and amount funded.	None	3 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit

				<i>Financial Analyst II</i> Budget Unit
	5. Forwards the funded Purchase Request to the Certifying Authorities for review and approval.	None	2 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	6. Reviews, approves, and affixes signature in the Purchase Request and forward to Budget staff assigned for outgoing of documents.	None	5 minutes per Purchase Request	<i>Budget Officer III</i> Budget Unit <i>Financial Analyst III</i> Budget Unit
	7. Records the funded Purchase Request in the logbook for outgoing documents and forward to Procurement Unit or Centers for endorsement.	None	5 minutes per Purchase Request	<i>Administrative Assistant II</i> Budget Unit
TOTAL		None	35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Administrative Assistant II (In-charge for incoming of documents) of the Budget Unit. Contact info: (082) 227-1964 local 412 or
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	budget.fo11@dswd.gov.ph
How feedbacks are processed	<p>Every Friday, the Administrative Assistant II (In-charge for incoming of documents) opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring a response will be forwarded to the concerned staff and they are required to answer within three (3) days of the receipt of feedback.</p> <p>The answer of the office is then relayed to the concerned client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (082) 227-1964 local 412</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the Administrative Assistant II (In-charge for incoming of documents) of the Budget Unit.</p> <p>Complaints can also be filed via telephone or email and ensure to include the name of the person being complained, incident and supporting evidence/s.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (082) 227-1964 local 412</p>
How complaints are processed	<p>The designated Grievance Officer in the Budget Unit opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the designated Grievance Officer shall start the investigation, forwards the complaint to the concerned office for their explanation and will create a report and shall submit it to the Head of the Budget Unit for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>ARTA: complaints@arta.gov.ph; 8478-5091 8478-5093 8478-5099</p> <p>PCC: 8888</p>

4. Funding and Processing of Obligation Request and Status

This refers to allocating funds to the Obligation Request and Status (ORS) submitted by the different Offices, Units, Centers or Programs for payment and checking the completeness and veracity of the supporting documents attached.

Office or Division:	Financial Management Division – Budget Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DSWD Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Cash Advance for Salaries/Payroll			
1. Obligation Request and Status (2 copies)		Requesting Party	
2. Disbursement Voucher (2 copies)		Requesting Party	
3. Duly notarized contracts (Initial Payment) (1 copy per employee)		Human Resource Management and Development Division	
4. Approved Payroll or List of Payees indicating the breakdown of their salary (2 copies)		Human Resource Management and Development Division	
5. Daily Time Record (DTR) duly approved by the Supervisor (1 original copy)		Human Resource Management and Development Division	
6. Office Order to Cash Advance/SDO (1 copy)		Human Resource Management and Development Division	
7. Schedule Release of Salaries/ Schedule of Pay-out conformed noted by Program focal and duly conformed by the SDO (1 copy)		Requesting Party	
B. Cash Advance for Operating Expenses			
1. Obligation Request and Status (2 copies)		Requesting Party	
2. Disbursement Voucher (2 copies)		Requesting Party	
3. Funded Purchase Request/s (1 copy)		Requesting Party	
4. Office Order to Cash Advance/SDO (1 copy)		Human Resource Management and Development Division	
5. Schedule of Activity or Implementation Date (1 copy)		Requesting Party	
C. Cash Advance for Payment of Grants/Subsidies			

1. Obligation Request and Status (2 copies)	Requesting Party
2. Disbursement Voucher (2 copies)	Requesting Party
3. Office Order to Cash Advance/SDO (1 copy)	Human Resource Management and Development Division
4. Schedule of Pay-out (1 copy)	Requesting Party
5. Certificate of Eligibility for the grants/subsidies including Social Pension, Cash for Work under CCAM and other similar programs (1 copy)	Requesting Party
D. Cash Advance for Traveling Expenses	
1. Obligation Request and Status (2 copies)	Requesting Party
2. Disbursement Voucher (2 copies)	Requesting Party
3. Appendix A Itinerary of Travel approved by the Head of Office (1 copy)	Requesting Party
4. Travel Order/ Office Order (1 copy)	Human Resource Management and Development Division
5. Memorandum of the Activity (1 copy)	Requesting Party
E. Payment for Procurement of Goods or Services	
1. Obligation Request and Status (2 copies)	Requesting Party
2. Disbursement Voucher (2 copies)	Requesting Party
3. Statement of Account/Billing (1 copy)	Supplier/ Service Provider
4. Certificate of Acceptance for Services (1 copy)	Requesting Party
5. Inspection and Acceptance Report for Goods (1 copy)	Administrative Division
6. Purchase Order/Contract (1 copy)	Administrative Division
7. Attendance Sheet for Catering (1 copy)	Requesting Party
8. Justification for excess in amount or services duly approved by the concerned Division Chief (1 copy)	Requesting Party
9. Abstract of Bids (1 copy)	Administrative Division
10. Canvass/Quotations (1 copy per service provider)	Administrative Division
11. Incident Report for repairs (1 copy)	Requesting Party
12. Purchase Request (1 copy)	Requesting Party
13. Project Proposal (HGDG Compliant) (1 copy)	Requesting Party
14. Delivery Receipt (1 copy)	Creditor/Service Provider
15. Distribution List (1 copy)	Requesting Party
F. Reimbursement of Traveling	

Expenses				
1. Obligation Request and Status (2 copies)		Requesting Party		
2. Disbursement Voucher (2 copies)		Requesting Party		
3. General Payroll (maximum of 10 persons per payroll) (2 copies)		Requesting Party		
4. Appendix A and B (printed back to back) (2 copies)		Requesting Party		
5. Travel Order/Special Order (1 copy per T.O. or S.O.)		Human Resource Management and Development Office		
6. Certificate of Appearance (1 copy per area visit)		Requesting Party		
7. Refund Official Receipt (1 copy)		Requesting Party		
8. Certificate of Expenses Not Requiring Receipts for expenses P300.00 and below EXCEPT payment of fares in public utility vehicles issuing receipts such as bus, vessel/ship, taxi, etc. (AO 13, s. 2019); RERs for expenses above P300.00 (1 copy)		Requesting Party		
9. MPOR for Field Workers (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS and Disbursement Voucher (DV) with complete supporting documents.	1. Receives the ORS with Disbursement Voucher from the requesting Office/ Unit/ Center or Program and checks the completeness of the claim.	None	2 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit
	1.1 If complete, stamps "Receive" in the financial claim indicating the date, time and who receives the document, records the details in the database and forwards it to the fund controller of the program.	None	4 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit

	1.2 If incomplete, the financial claim will be returned to the requesting Office/ Unit/ Center or Program to comply the lacking document/s.	None	4 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit
	2. Examines the appropriateness of the financial transaction and checks the availability of the allotment.	None	5 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	3. Forwards the document to the Budget staff in-charge in assigning the series of ORS number and records it in the Centralized Registry Control.	None	5 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit
	4. Returns the disbursement voucher to the fund controller with assigned ORS number for further processing of the claim.	None	3 minutes	<i>Administrative Assistant II</i> Budget Unit

	5. Processes and records the details of the ORS in the Registry of Allotment, Obligation and Disbursement (RAOD) and initials in the ORS copies.	None	3 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	6. Forwards the funded ORS to the Certifying Authorities for review and approval.	None	2 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit <i>Administrative Assistant III</i> Budget Unit <i>Financial Analyst I</i> Budget Unit <i>Financial Analyst II</i> Budget Unit
	7. Reviews, approves, and affixes signature in the ORS and forwards the document to the staff assigned.	None	5 minutes per ORS	<i>Budget Officer III</i> Budget Unit <i>Financial Analyst III</i> Budget Unit
	8. Records the funded ORS in the logbook for outgoing documents and forwards it to the Accounting Unit.	None	5 minutes per ORS	<i>Administrative Assistant II</i> Budget Unit
TOTAL		None	38 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Administrative Assistant II (In-charge for incoming of documents) of the Budget Unit.</p> <p>Contact info: (082) 227-1964 local 412 or budget.fo11@dswd.gov.ph</p>
How feedbacks are processed	<p>Every Friday, the Administrative Assistant II (In-charge for incoming of documents) opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring a response will be forwarded to the concerned staff and they are required to answer within three (3) days of the receipt of feedback.</p> <p>The answer of the office is then relayed to the concerned client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (082) 227-1964 local 412</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the Administrative Assistant II (In-charge for incoming of documents) of the Budget Unit.</p> <p>Complaints can also be filed via telephone or email and ensure to include the name of the person being complained, incident and supporting evidence/s.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (082) 227-1964 local 412</p>
How complaints are processed	<p>The designated Grievance Officer in the Budget Unit opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the designated Grievance Officer shall start the investigation, forwards the complaint to the concerned office for their explanation and will create a report and shall submit it to the Head of the Budget Unit for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>ARTA: complaints@arta.gov.ph; 8478-5091 8478-5093 8478-5099</p> <p>PCC: 8888</p>

5. Technical Assistance Request

This refers to the process wherein staff can follow in times when technical assistance is needed from the Policy Development and Planning Section. Technical assistance such as but not limited to research, planning and policy review may be extended upon request.

Office or Division:	Policy and Plans Division – Policy Development and Planning (PDPS) Section
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	DSWD FO XI Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Policy Development and Planning Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out PDPS TA Request Form	1. PDPS receives the request and record it on logbook	None	2 minutes	<i>Administrative Assistant Policy Development and Planning Section</i>
	1.1. Request is forwarded to the responsible PDPS staff	None	1 hour	<i>Administrative Assistant Policy Development and Planning Section</i>
2. Provide information on the needed TA	2. PDPS staff shall set schedule and mode of TA in congruent to the concerned staff preference	None	1 day	<i>Planning Officer Policy Development and Planning Section</i>
3. Wait for the service to be completed	3. PDPS staff provides technical assistance / support service as requested by the concerned staff	None	1 day	<i>Planning Officer Policy Development and Planning Section</i>
TOTAL		None	2 days, 1 hour, 2 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey</i> to be provided by the PDPS Telephone: 227-1964 local 436 / 1146 E-mail: planning.fo11@dswd.gov.ph
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. PDPS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an complain letter for requests that have been denied addressed to the PPD Chief
How complaints are processed	Complaint letter received by the PPD shall be responded accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

6. Processing of ICT Service Request

The Information and Communications Technology Management is responsible for receiving requests for technical assistance and support services to the various units of the Field Office in the regular operations. This process covers requests for services on network, software, hardware and other IT-related concerns.

Office or Division:	Policy and Plans Division – ICTM Section		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Any DSWD FOXI Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. IT Service Request Form		ICTM Section	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form	1. ICTMS shall receive and check if form is properly and completely filled-out by requesting party	None	2 minutes	Computer Maintenance Technologist ICT Management Section
2. Feed details about the request	2. ICT Staff shall ask for specific information regarding the request and	None	30 minutes	Computer Maintenance Technologist

	diagnose the problem			ICT Management Section
3. Wait for the schedule of TA	3. Set schedule	None	5 minutes	<i>Computer Maintenance Technologist</i> ICT Management Section
	3.1 Prepare outslip (only applicable for Center Clients)	None	10 minutes	<i>Computer Maintenance Technologist</i> ICT Management Section
	3.2 Prepare travel order/ special order and vehicle trip request (only applicable for Provincial and Satellite Office Clients)	None	30 minutes	<i>Computer Maintenance Technologist</i> ICT Management Section
	3.3 Wait for vehicle trip Request feedback.	None	30 minutes	<i>Computer Maintenance Technologist</i> ICT Management Section
	3.4 Inform client of schedule	None	2 minutes	<i>Computer Maintenance Technologist</i> ICT Management Section
4. Wait for the service to be completed	4. For software concerns: ICT Staff shall format/ install/ configure application/ system programs and/or provide technical assistance on the use of the application	None	1 day	<i>Information System Analyst</i> ICT Management Section
	4.1 For network concerns: ICT staff shall restore network connection, configure network properties, share devices,	None	1 hour	<i>Information Technology Officer</i> ICT Management

perform cabling and apply network restriction or revoke network access			Section
4.2 For hardware concerns: ICT staff shall reformat, backup files, reinstall drivers, replace parts depending on the availability)	None	2 days	Computer Maintenance Technologist ICT Management Section
4.3 For unserviceable components: ICT Staff shall inform the client and recommend to return the item to property	None	1 hour	Computer Maintenance Technologist ICT Management Section
TOTAL	None	3 days, 3 hours, 49 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey</i> below the IT Request Form and submit to ICTMS Telephone: 227-1964 local 436 / 1146 E-mail: icts.fo11@dswd.gov.ph
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. ICTMS together with PPD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to the PPD Chief
How complaints are processed	Complaint letter received by the PPD Chief shall be forwarded to ICTMS Reply letter shall be sent to the complainant.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)

7. Data Sharing – Statistical Figure

Generation of anonymized and/or numerical data as requested by the client.

Office or Division:		National Household Targeting Section		
Classification:		Complex		
Type of Transaction		G2G – Government to Government		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request stating the purpose and data requirements		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall send a letter of request addressed to the Regional Director	1.1 Record Section receives and records the request; The request letter is forwarded to the Data Protection Officer (DPO)	None	10 minutes	<i>Administrative Assistant</i> Records Section
	1.2 The DPO reviews and recommends for the Regional Director	None	1 hour	<i>Data Protection Officer</i> Field Office
	1.3 The Regional Director receives and approves/disapproves the request; 1.3.1 The request letter is forwarded to the NHTS – Operations Unit	None	1 hour	<i>Regional Director</i> Field Office
	1.4 The NHTS – Operations Unit shall record the request letter;	None	5 minutes	<i>Administrative Assistant</i> NHTS – Operations Unit,
	1.5 The NHTS – Operations Unit shall process the ff: a. If approved, the Regional Field Coordinator (RFC) shall review the request: a.1. If unclear, the RFC shall contact the client and request for	None	4 hours	<i>Regional Field Coordinator</i> or <i>Compliance Officer for Privacy</i> NHTS – Operations Unit

	<p>clarification, and may provide recommendation to the client</p> <p>a.2. If clear, the request shall be forwarded to the Regional Associate Statistician for data generation</p> <p>b. If disapproved, the Compliance Officer for Privacy (COP) shall craft and forward a Letter of Denial of Request to the client</p>			
	<p>1.6 The Regional Associate Statistician shall generate the requested data from the available Listahanan database;</p> <p>The data result shall be forwarded to the Regional Field Coordinator for review (RFC)</p>	None	1 day	<p><i>Regional Associate S Statistician NHTS – Operations Unit,</i></p>
	<p>1.6 The RFC shall review the generated data:</p> <p>a. If accurate & complete, the RFC shall compose a Data Release Form (DRF) with the data result;</p> <p>The following shall be submitted to the Chief of Policy and Plans Division for endorsement to the Regional Director</p> <p>b. If incomplete/invalid, the</p>	None	4 hours	<p><i>Regional Field Coordinator NHTS – Operations Unit,</i></p>

	generated data shall be returned to the RAS for revision			
	1.7 The Chief of PPD shall endorse the DRF and data result to the Regional Director for approval of release	None	15 minutes	<i>Division Chief Policy and Plans Division</i>
	1.8 The Regional Director shall approve/disapprove the release of DRF and data result: a. If approved, the DRF shall be signed by the RD; The DRF and data result is forwarded to the NHTS – Operations Division b. If disapproved, the data result shall be returned to the NHTS – Operations Unit for revision	None	1 hour	<i>Regional Director Field Office</i>
1. Receive the data request	2.1 The NHTS – Operations Unit shall contact the client for the schedule of release, and facilitate the release of approved data to the client	None	1 day and 15 minutes	NHTS – Operations Unit, <i>Administrative Assistant</i>
TOTAL		None	3 days, 3 hours and 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey</i>
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. Listahanan together with PPD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to the PPD Chief
How complaints are processed	Complaint letter received by the PPD shall be forwarded to Listahanan Reply letter shall be sent to the complainant.
Contact Information	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

8. Filling-Up of Vacant Plantilla Positions

The vacant position/s of the Department is/are posted in the DSWD broadcast emails, DSWD and Civil Service Commission (CSC) bulletin of vacancies. The hiring of plantilla personnel is guided by the 2017 CSC Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA).

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)			
Classification:	Guided by Omnibus Rules on Appointments and Other Human Resource Actions (specific to the validity period of published vacancies)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submitted documentary requirements / application for a particular vacant position		Client walk-in application / Online Job Application System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON

		PAID		RESPONSIBLE
<p>1. Via walk-in: Submit the application / set of requirements to HRMDD-HRPPMS</p> <p>Via online: Fill up all fields required by the online job application form at www.tiny.cc/apply_dswdonse</p>	<p>1. Via walk-in: Administrative Assistant receives the application / set of requirements submitted by the client/applicant</p>	None	15 minutes	<p><i>Administrative Assistant; Online Form Focal Person</i> HRMDD-HRPPMS</p>
	<p>Via online: Online Form Focal Person acknowledges receipt of application through e-mail registered by the applicant</p>			
	<p>1.2 Upon due date of publication, HRPPMS Head and RSP Focal Person screens the applications based on minimum and/or prescribed qualification standards</p>	None	7 days	<p><i>HRPPMS Head; RSP Focal Person</i> HRMDD-HRPPMS</p>
	<p>1.3 RSP Focal Person notifies qualified applicants for Initial Qualifying Test (IQT) and Special Written Examination</p>	None	1 day	<p><i>RSP Focal Person</i> HRMDD-HRPPMS</p>
<p>2. Qualified applicants take the IQT and Special Written Examination</p>	<p>2. RSP Focal Person administers the IQT and Special Written Examination</p>	None	1 day	<p><i>RSP Focal Person</i> HRMDD-HRPPMS</p>
	<p>2.1 Raters to evaluate the applicants' answers (RSP Focal Person for the IQT; Chief of</p>	None	7 days	<p><i>RSP Focal Person</i> HRMDD-HRPPMS</p> <p><i>Division Chief</i> (Division where</p>

	division concerned for the Special Written Examination)			vacancy exists)
	2.2 RSP Focal Person notifies qualified applicants for an interview	None	1 day	<i>RSP Focal Person</i> HRMDD-HRPPMS
3. Qualified applicants attend interview	3. The HR Merit Promotion and Selection Board (HRMPSB) Chair, along with its members, conducts an interview for the applicants	None	1 day	<i>Chairperson, Division Chief, SWEAP Representative, HRMDD Representative</i> HRMPSB <i>RSP Focal Person / HRMPSB Secretariat</i> HRMDD-HRPPMS
	3.1 HRMPSB members convene for deliberation / confirmation of tabulated scores of shortlisted applicants	None	1 day	<i>Chairperson, Division Chief, SWEAP Representative, HRMDD Representative</i> HRMPSB <i>RSP Focal Person / HRMPSB Secretariat</i> HRMDD-HRPPMS
	3.2 RSP Focal Person prepares for the resolution and deliberation report; duly signed/attested by the HRMPSB members	None	7 days	<i>RSP Focal Person / HRMPSB Secretariat</i> HRMDD-HRPPMS
	3.3 RSP Focal Person endorses resolution and supporting deliberation	None	1 day	<i>RSP Focal Person / HRMPSB Secretariat</i> HRMDD-

	documents to the Appointing Authority (Regional Director)			HRPPMS
	3.4 Appointing Authority (Regional Director) receives and reviews the documents, and selects an appointee among shortlisted candidates	None	10 days	<i>Appointing Authority (Regional Director)</i> DSWD FO XI
	3.5 RSP Focal Person notifies the selected candidate for submission of pre-employment/ appointment requirements	None	1 day	<i>RSP Focal Person</i> HRMDD- HRPPMS
4. Selected candidate facilitates turnover/ transition/compliance of pre-employment/ appointment requirements	4. RSP Focal Person monitors the status of turnover/ transition/ compliance of pre-employment/appoi ntment requirements	None	30 days	<i>RSP Focal Person</i> HRMDD- HRPPMS
	4.1 Appointing Authority (Regional Director), HRMPSB Chairperson, and HRMDD Chief sign/issue the appointment document	None	1 day	<i>Appointing Authority (Regional Director); HRMPSB Chairperson (ARDA); HRMDD Chief</i> DSWD FO XI
	4.2 HRPPMS Head and RSP Focal Person facilitate appointees' deployment	None	1 day	<i>HRPPMS Head; RSP Focal Person</i> HRMDD- HRPPMS
	TOTAL	None	70 days, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Client Satisfaction Survey Online Form” (www.tiny.cc/hrmdd); or the Customer Satisfaction Survey Form at the Public Assistance and Complaints Desk.
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a quarterly basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

9. Compensation / Benefits and Incentives Administration

The administration of compensation / benefits and incentives to DSWD personnel aims to ensure that the details in the payroll are accurate and complete; and services are provided and completed within 7 working days. This procedure starts from the receipt of payroll attachments up to transmittal preparation for budget section.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Personnel Administration Section (HRPAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Daily Time Records (DTRs); Summary of Deductions; Monthly Mandatory Contributions to Partner Agencies		Administrative Assistant designated as in-charge per Division/Section/Program; Personnel concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed attachments as per checklist of	1. Payroll Admin Officer receives the attachments	None	1 day	<i>Payroll Admin Officer</i> HRMDD-HRPAS

requirements	submitted by the Admin Assistants in-charge or by the personnel concerned			
	1.1 Payroll Admin Officer inputs deduction to the payroll system	None	2 days	<i>Payroll Admin Officer</i> HRMDD-HRPAS
	1.2 Payroll Admin Officer prepares and prints disbursement vouchers, obligation requests, and payroll	None	1 day	<i>Payroll Admin Officer</i> HRMDD-HRPAS
	1.3 Payroll Admin Officer inputs data to LBP Financial Data Entry System (FINDES) – net take-home pay and account number	None	1 day	<i>Payroll Admin Officer</i> HRMDD-HRPAS
	1.4 Payroll Admin Officer submits the documents for approval of HRPAS Head and HRMDD Chief	None	1 day	<i>Payroll Admin Officer; Section Head</i> HRMDD-HRPAS <i>Division Chief</i> HRMDD
	1.5 Payroll Admin Officer endorses the approved documents and requirements to the Budget Section for proper funding	None	1 day	<i>Payroll Admin Officer; Section Head</i> HRMDD-HRPAS
TOTAL		None	7 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the “HRMDDCares: Client Satisfaction Survey Online Form” (www.tiny.cc/hrmdd); or the Customer Satisfaction Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a quarterly basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.

How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

10. Application for Leave

This process starts from receiving duly accomplished application for leave from various divisions/sections/units/centers/program management offices, to processing of the approval of leave applications.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Personnel Administration Section (HRPAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Forms		Administrative Assistant designated as in-charge per Division/Section/Program; HRPAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave Application Form	1. Leave Admin Officer receives the forms submitted by Admin Assistants in-charge or by the personnel concerned	None	1 day	Leave Admin Officer HRMDD-HRPAS
	1.1 Leave Admin Officer checks the completeness of forms details and signatories			
	1.2 Leave Admin Officer checks the	None	1 day	Leave Admin Officer; Section

	leave credit balances			<i>Head</i> HRMDD-HRPAS
	1.3 Leave Admin Officer inputs Certification of Leave Credits duly signed by HRPAS Head			
	1.4 Leave Admin Officer submits duly signed forms for approval of RD/ARD	None	1 day	<i>Leave Admin Officer</i> HRMDD-HRPAS
TOTAL		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Client Satisfaction Survey Online Form” (www.tiny.cc/hrmdd); or the Customer Satisfaction Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a quarterly basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

11. Request for Certificate of Employment

This process starts from receiving duly accomplished request form or request letter, to issuance and endorsement of abovementioned certification.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Personnel Administration Section (HRPAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form / Request Letter		HRPAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form / Request Letter	1. Issuing Officer receives the request form / request letter submitted by the personnel concerned	None	15 minutes	<i>Issuing Officer</i> HRMDD-HRPAS
	1.1 Issuing Officer reviews the	None	1 day	<i>Issuing Officer</i>

	correctness of the details provided (position, status, employment period, compensation received, and other-related information as may be requested).			HRMDD-HRPAS
	1.2 Issuing Officer prepares the certification for approval of HRMDD Chief / HRPAS Head			
	1.3 HRMDD Chief / HRPAS Head approves the certification			<i>Division Chief</i> HRMDD / Head HRPAS
2. Receive Certificate of Employment	2. Issuing Officer endorses duly approved certification to the requesting party	None	15 minutes	<i>Issuing Officer</i> HRMDD-HRPAS
TOTAL		None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the "HRMDDCares: Client Satisfaction Survey Online Form" (www.tiny.cc/hrmdd); or the Customer Satisfaction Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a quarterly basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

12. Request for Certificate of Performance Rating

This process starts from receiving duly accomplished request form or request letter, to issuance and endorsement of abovementioned certification.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client / Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form / Request Letter	1. Issuing Officer receives the request form / request letter submitted by the personnel concerned	None	15 minutes	<i>Issuing Officer</i> HRMDD- HRPPMS
	1.1 Issuing Officer checks and reviews performance records (numerical and adjectival ratings) as per IPCRs, and other-related information as may be requested.	None	1 day	<i>Issuing Officer</i> HRMDD- HRPPMS
	1.2 Issuing Officer prepares the certification for approval of HRMDD Chief / HRPPMS Head			
	1.3 HRMDD Chief / HRPPMS Head approves the certification			<i>Division Chief</i> HRMDD / Head HRPPMS
2. Receive Certificate of Performance Rating	2. Issuing Officer endorses the duly-approved certification to the requesting	None	15 minutes	HRMDD- HRPPMS <i>Client / Staff</i>

	party			
	TOTAL	None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Client Satisfaction Survey Online Form” (www.tiny.cc/hrmdd); or the Customer Satisfaction Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a quarterly basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

List of Offices

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	(082) 227-1964 local 1107 or 1109
Procurement Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	supply.fo11@e-dswd.net Bacsec.dswdfoxi@gmail.com (082) 227-1964 loc 416
Property, Supply and Asset Management Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	property.fo11@dswd.gov.ph (082) 227-1964 loc 416)
Budget Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	(082) 227-1964 local 412 or budget.fo11@dswd.gov.ph
Policy Development and	DSWD Field Office XI	227-1964 local 436 / 1146

Planning Section	R. Magsaysay Avenue corner D. Suazo Street, Davao City	planning.fo11@dswd.gov.ph
Information Communication Technology Management Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 436 / 1146 icts.fo11@dswd.gov.ph
National Household Targeting Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 448 / 1149
HR Personnel Administration Section	DSWD Field Office XI, R. Magsaysay Avenue, cor. D. Suazo St., Davao City	(082) 227-1964 local 402

DSWD FIELD OFFICE NCR

Internal Services

1. Processing of Compensation/ Salary Wages

The Compensation/ Salary Wages defined as the monetary payment to government employee whether permanent, temporary, casual or contractual for services rendered.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Division/Unit/Section/Center/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR (2 originally signed copies)		Personnel Administration Section and respective concerned D/U/S/C/RCFs		
1 Original copy of Certificate of Appearance (if applicable)		Concerned D/U/S/C/RCFs and Training/ Seminar/ Workshop attended		
1 photocopy of approved RAO/ RSO (for Compensatory Day-Off)		Concerned D/U/S/C/RCFs staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Record (DTR) with complete attachments to PAS (printing of DTR is done by Personnel Administration Section and is distributed to Sections for completion of entries and signatories 5 days before payday)	1.1. Review of DTR as to completeness of attachments such as travel request and certificate of appearance	None	1 day	Admin Aide IV Personnel Administration Section (PAS)
	1.2. Compute for deductions of tardy/ undertime/ LWOP/ unfiled leave	None	1 day	Admin Aide IV PAS
	1.3. Prepare payroll, DV & ORS	None	30 minutes	Admin Aide IV/ Admin Assistant II et al. PAS
	1.4. Sign and approve the payroll	None	1 minute	Admin Officer IV PAS
	1.5. Tracking of signed documents	None	5 minutes	Admin Officer IV PAS

	1.6. Review the completeness and validity of the DV,ORS,payroll and supporting documents	None	10 minutes	Admin Aide IV FMU Admin Aide IV FMD-Budget
	1.7. Process and post to the ledger and monitoring records	None	5 minutes	Admin Aide IV FMD Budget
	1.8. Review and affix signature	None	5 minutes	Admin Officer V FMD Budget
	1.9. Tracking of signed documents	None	5 minutes	Admin Aide IV FMD Budget
				Admin Aide IV FMU
	1.10. Review the completeness of supporting documents.	None	5 minutes	Admin Aide IV Accounting Section
	1.11. Process and make necessary Accounting Entry	None	10 minutes	Admin Aide IV Accounting Section
	1.12. Prepare two (2) copies of BIR Form 2306 and 2307.	None	5 minutes	Admin Aide IV Accounting Section
	1.13. Set-up Journal Entry Voucher (JEV).	None	10 minutes	Admin Aide IV Accounting Section
	1.14. Review and approve Disbursement Voucher (DV, Journal Entry	None	10 minutes	OIC/Head Accounting Unit

	Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents	None	5 minutes	<i>Admin Aide IV</i> Accounting Section
	1.15. Tracking of signed documents			<i>Admin Aide IV</i> FMU
				<i>Admin Aide IV</i> PAS
	1.16. Prepare listing, proofread and check account number		2 hours	<i>Admin Asst. II, AA</i> <i>IV</i> PAS
	1.17. Endorse listed payroll, DVs to cash		1 minute	<i>Admin Aide IV</i> PAS
	1.18. Check summary of DVs versus listed salaries.		10 minutes	<i>Admin Aide IV</i> Cash Section
	1.19. Prepare the authority to debit/credit account to the respective accounts of employees.		20 minutes	<i>Admin Asst II</i> Cash Section
	1.20. Route for signature of the prepared letter of the following heads A. Cash Section B. Regional Director		5 minutes	<i>Admin Aide IV</i> Cash Section
	1.21. Submit the Accomplished authority to debit/ credit account list to the depository		20 minutes	<i>Admin Aide IV</i> Cash Section

	bank.			
Total			2 days, 2 hrs, 24 min	

2. Process of Review, Monitoring and Reengineering of Citizen's Charter

This process is mandated under RA 11032 directing all government agencies which provide government services to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Division/Unit/Section/Center/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft, initial or enhanced, Citizen's Charter		Process Owner		
Compliance Report		Process Owner		
Checklist per AO 23, series of 2020		Process Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Review of Citizen's Charter				
1. Submit draft citizen's charter	1.1. Review the received Citizen's Charter	None	1 hour	SWO / ARTU
	If for enhancement: 1.2a. Draft inputs / suggestions to enhance the document	None	20 minutes	SWO / ARTU

	1.3a. Review and/or sign the inputs / comment prepared by technical staff	None	5 minutes	SWO III ARTU ARD for Administration FO-NCR Regional Director FO-NCR
	1.4a. Transmit signed comments	None	5 minutes	Admin Assistant ARTU
	If in order:			
	1.2.b. Draft acknowledgement (for process owner) and endorsement to TFEODB	None	2 minutes	SWO I ARTU
	1.3.b. Review and/or sign document	None	30 minutes	SWO III ARTU ARD for Administration FO-NCR Regional Director FO-NCR
	1.4b. Scan and transmit document to TFEODB			
	1.5b. If accepted by TFEODB and ARTA, draft endorsement to FO-MIS	None	5 minutes	Admin Assistant ARTU
	1.6b. Review and/or sign the endorsement	None	3 minutes	SWO I ARTU
	1.7b. scan and	None	10 minutes	SWO III ARTU ARD for Administration FO-NCR

	transmit documents to FO-MIS, copy furnished to process owner 1.8b. Post to website	None	30 minutes	<i>Regional Director</i> FO-NCR <i>Admin Assistant</i> ARTU <i>IT /</i> MISS
Total:		if in order If not in order	1 hour, 20 min 1 hour, 30 min	
2. Submit checklist and compliance report	2.1. Acknowledge and schedule monitoring	None	5 minutes	<i>SWO I / SWO III</i> ARTU
	2.2. Prepare confirmation of observation and suggestions	None	30 minutes	<i>SWO I / SWO III</i> ARTU
	2.3. Review and/or sign confirmation	None	5 minutes	<i>SWO III</i> ARTU <i>ARD for</i> <i>Administration</i> FO-NCR <i>Regional Director</i> FO-NCR
	2.4. Transmit confirmation to process owner	None	5 minutes	<i>Admin Assistant</i> ARTU
	2.5. Consolidate compliance and prepare endorsement to CO	None	4 hours	<i>SWO I</i> ARTU
	2.6. Review and/sign endorsement of consolidated compliance of process owners	None	10 minutes	<i>SWO III</i> ARTU <i>ARD for</i> <i>Administration</i>

	2.7. Transmit consolidated compliance	None	5 minutes	FO-NCR <i>Regional Director</i> FO-NCR <i>Admin Assistant</i> ARTU
Total			1 hour, 4 min	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p>After the transaction with ARTU, staff concerned shall be requested to:</p> <p>a. Send thru ncr.artaunit@gmail.com a scanned copy of accomplished client satisfaction monitoring form, OR</p> <p>b. accomplish the survey form and drop into the box at ARTU office.</p>
How feedback is processed?	<p>Every Monday survey forms shall be consolidated and/or summarized by the admin staff of the unit.</p> <p>Feedbacks needing immediate response from ARTU staff shall be directly acted upon.</p> <p>Within the day, consolidated feedbacks with updates / actions taken shall be forwarded to ARD for Administration and to the Regional Director for information and/or further instruction.</p>
How to file a complaint	<p>Clients may file a complaint against ARTU staff thru writing / calling with the following details:</p> <ul style="list-style-type: none"> - Name of staff being complaint - Incident, with date and time if possible - Pictures, proof of conversation - Contact details of complainant <p>Complaint may be sent to foncr@dswd.gov.ph or to any <u>complaint portals of the government.</u></p>
How complaints are processed	<p>Upon the receipt of the complaint, the ARTU staff shall officially prepare an official response addressed to the management of FO-NCR and a copy shall be furnished to office/s where the complainant sent the letter.</p> <p>Result of the management's actions shall also be relayed to and/or coordinated with the complainant, if deemed appropriate, through the contact details provided in the letter.</p>

Contact Information of CCB,
PCC, ARTA

ARTA: 8-478-5093 complaints@arta.gov.ph
PCC: pcc@malacanang.gov.ph 8888
CCB: email@contactcenterngbayan.gov.ph
0908-881-6565

Office	Address	Contact Information
Crisis Intervention Section – On-Site	Gastambide St., Sampaloc, Manila	8735-5413/ 3493-7907 Email; ncrcis2020@gmail.com
Crisis Intervention Section – OffSite	389 San Rafael cor Legarda Sts., Quiapo, Manila	8-7330010 to 18
Disaster Response Management Division (DRMD)	Room 109 DSWD-NCR Field Office 389 San Rafael cor Legarda Sts., Quiapo, Manila	8-733-0010 loc.117 drmd.foncr@dswd.gov.ph
Minors Traveling Abroad Section (MTAS)	Room 102 DSWD-NCR Field Office 389 San Rafael cor Legarda Sts., Quiapo, Manila	8-310-1435 travelclearance_dswd@yahoo.com
Anti-Red Tape Unit (ARTU)	DSWD-NCR Field Office 389 San Rafael cor Legarda Sts., Quiapo, Manila	ncr.artaunit@gmail.com

DSWD FIELD OFFICE CARAGA

Internal Services

1. ISSUANCE OF “CERTIFICATE OF NO PENDING CASE”

This service is offered only to those who are presently employed in the DSWD Field Office -Caraga irrespective of their status of employment and area of assignment.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Approach the Administrative Assistant of the Legal Unit	7.1 Require the client to fill-out the request form	None	2 minutes	<i>Administrative Assistant</i>
2. Fill-out the Request Form	2.1 Provide guidance and/ or answer further queries about completing the form	None	3 minutes	<i>Administrative Assistant</i>
3. Double check the correctness of the details/ information reflected in the Certificate	3.1 Name match in the Inventory of Cases 3.2 Prepare the Certificate or Denial Letter 3.3 Impress the DSWD seal in the Certificate	None	5 minutes 10 minutes	<i>Administrative Assistant</i> <i>Legal Officer</i>
4. Receive the Certificate or the Denial Letter	4.1 Issue the Certificate of No Pending Case or Denial Letter	None	5 minutes	<i>Legal Officer</i> <i>Administrative Assistant</i>
5. Accomplish the Client	5.1 Administer the Client Satisfaction Survey	None	5 minutes	<i>Administrative Assistant</i>

Satisfaction Survey Form	Form			
TOTAL		No Fees	30 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?	<p>The client gives feedback through the Client Satisfaction Survey (CSS) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p>			
How feedback is processed?	<p>Every 30th day of the month, the AA of the Unit will collect all the CSS form in the designated feedback box and make a report out from the feedback of the clients written in the CSS form.</p> <p>The report shall be reviewed and signed by the Unit Head before forwarding to the Administrative Assistant at the Office of the Regional Director (ORD).</p> <p>The AA in the ORD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>The consolidated report will be submitted to the Regional Director for signature, reference, and for action. Every 5th day of the following month is the deadline of the consolidated report.</p>			
How to file complaints?	<p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s 			
How complaints are processed?	<p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>			

Contact Information	Concerned staff may call *126, the designated extension number for the Office of the Regional Director. ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)
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2. REQUEST FOR EMPLOYMENT CERTIFICATIONS

This service is offered to all employees of DSWD Field Office Caraga irrespective of their status of employment and area of assignment. The following certifications are available in the office, to wit:

- Certificate of employment for resigned/ end of contract employees
- Certificate of employment for current employees' request
- Certificate of employment and compensation
- Certificate of last salary received
- Certificate of Available Leave Credits
- Certificate of Good Moral Character
- Certificate of Employment and Oneness for merging of Pag-IBIG records
- Certificate of Employment for GSIS Educational Subsidy Program Application

Office or Division:	Personnel Administration Section / HRMDD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who May Avail:	All DSWD employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification Request Slip for walk-in clients			Personnel Administration Section	
E-mail/ text/ call requests			Employee	
Additional Requirements: For Pag-IBIG Certificate of Oneness -1 photocopy of Employee's Statement of Accumulated Value			Employee / representative	
Representative 1 signed authorization letter and 1 photocopy of ID of the employee and the representative			Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Certification Request Slip to the Public Assistance and Complaint Center/Desk Officer (PACC/DO) located in the	1. Greets clients and gives the Certification Request Slip	No fees	2 minutes	PACC/DO or COE Focal

entrance gate for walk-in clients; or text/call/ email your request				
<p>2. Fills out and submits the Certification Request Slip and present Valid ID and other applicable requirements</p> <p>For text/email requests, please provide the following information: *Name *Type of Request *Purpose *Contact Number/Email-address</p> <p>and send to 09485890907 or personneldocs.focaraga@gmail.com</p>	2.1 Receives filled out COE Request Slip and requirements and examines to determine its completeness and inform staff that the request needs to be validated first.	No fees	5 minutes	PACC/DO or COE Focal
	2.2 Verifies the information in the request slip/email/text/call with the payroll-in-charge and the database/Per 16 and prepare the certification	No Fees	2 days	COE Focal and Payroll-in-charge
	<i>*If the verification process falls during the payroll period, an allowance of additional 1 day will be given to give ample time to the verifiers and the COE focal who is also a payroll-in-charge.</i>			
	2.3 Reviews and initials in the certification	No fees	2 hours	PAS Head
	2.4 Records and forwards the Certification to HRMD for signature	No Fees	3 minutes	PAS Admin Staff

	2.5 Reviews and signs the certification	No fees	4 hours	HRMDD Chief
	2.6 Receives the signed Certification and forwards to the COE focal	No fees	5 minutes	PAS Admin Staff
3. Receives notification	3. Notifies the requester through text/call/email that the Certification is available for pick-up.	No fees	2 minutes	COE Focal
4. Receives the Certification in the logbook or confirm receipt of scanned COE	4. Release/email Certification to the requester and gives customer satisfaction survey form	No fees	3 minutes	PACC/DO or COE Focal
5. Accomplishes Customer Satisfaction Survey Form	5. Receives the Customer Satisfaction Survey Form	No fees	5 minutes	PACC/DO or COE Focal
TOTAL		No fees	2 days, 6 hours and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1) Telephone: (085) 342-5619 loc. 113 Cellphone Number: 09485890907 E-mail: personnel.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the

	Section (Table 1)
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Personnel Administration Section 2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

3. REQUEST FOR A CERTIFIED TRUE COPY OF STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN)

A SALN is a public official or employees' declaration of his/her wealth. This service is offered to all internal staff of DSWD FO Caraga either for application of fidelity bond, requirements for educational subsidy, requirements for nominations and other work-related purposes.

Office or Division:	Personnel Administration Section / HRMDD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who May Avail:	All DSWD regular and contractual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SALN Request Form (PERSONNEL FORM 1-SALN REQUEST FORM)		Personnel Administration Section		
Valid Identification Card (original)		Employee		
Representative 1 signed authorization letter and 1 photocopy of ID of the employee and the representative		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the SALN request form, fills out the form and submits it together with the Valid ID	1. Receives fill out SALN Request Form and ID for verification, examines to determine its completeness and tells client to take a	No fees	10 minutes	Records Custodian

	seat and wait			
2. Takes a seat and wait	<p>2.1 Verifies the availability of the requested SALN from the SALN database and/or employee Per16 files</p> <p><i>*If available, retrieves SALN, photocopy and certifies copy of SALN</i></p> <p><i>*If not available, indicate non-availability of the SALN in the request form and explain the reason hereof and then return the request form to the client.</i></p> <p>3.2 Routes the SALN Request Form and photocopied SALN to Personnel Administration Section Head for signature</p>	No Fees	30 minutes	Records Custodian
4. Waits for the release of the SALN	4. Signs the certified true copy of the SALN	No fees	5 minutes	Personnel Administration Section Head
5. Receives certified copy of the SALN in the logbook	5. Release requested copy of the SALN to the client and reminds client to accomplish the customer satisfaction survey form	No fees	1 minute	Records Custodian
6. Accomplishes Customer Satisfaction Survey Form	6. Receives the Customer Satisfaction Survey Form	No fees	5 minutes	Records Custodian
TOTAL		No fees	51 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of
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	the Section (Table 1) Telephone: (085) 342-5619 loc. 113 Cellphone Number: 09489748507 E-mail: personnel.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga-HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Personnel Administration Section 2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

DSWD FIELD OFFICE CAR

Internal Services

1. Processing of Purchase Order:

Purchase order indicates all the data and information pertaining to the purchase of the government agency. See COA Circular No. 96-010, dated August 15, 1996.

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Proposal or Purchase Request 2. All procurement documents (Request for Quotations, PhilGEPS posting if required, Abstract of Quotations, BAC Resolution, and other documents required depending on the mode of procurement) 3. Purchase Order 4. ORS/BURS		To be submitted by the end budget section clerk (copies are available from the end user)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Purchase Order (PO) with supporting documents	1.1 Receives the Purchase Order (PO) with supporting documents from the Budget Section	None	5 minutes per document	Budget Section Clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents	None	10 minutes per PO	Accounting Section Clerk
	1. 3 Distributes the PO to the Accounting Section staff for processing	None	5 minutes per document	Accounting Section Clerk

	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, indicates the ORS details on the PO, and initials under the name of the Accounting Section Head (Certification of funds availability). If the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.	None	3 working days (including review and initial signing or preparation of memorandum)	Accounting Staff
	1.5 Reviews the PO and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: Certification of funds availability. However, if there are additional comments/	None	2 days	Regional Accountant

	review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.			
	1.6 Encodes the details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
	1.7 If the documents are compliant to the 3Cs, forwards the PO to the Office of the Regional Director for approval. However, if the documents are not compliant to the 3Cs, and thus is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum for return.	None	15 minutes	Accounting Section Clerk
	1.8 For the non-compliant documents, the signs the Memorandum, and forwards the documents	None	1 day	Chief, Financial Management Division

	to the Procurement Section or concerned Unit			
	1.9 For the compliant documents, forward to the Regional Director for approval of the PO, and forwards the PO to the Procurement Section for coordination with the Supplier/ Service Provider for <i>conforme</i> of the PO	None	1 day and 10 minutes	Accounting Section Clerk
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

2. Processing of Disbursement Voucher:

Office or Division:	Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. DV; 2. ORS; and 3. all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)	To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Disbursement Voucher (DV) with supporting documents.	1.1 Receives the Disbursement Voucher (DV) with supporting documents	None	5 minutes	End User or Budget Section Clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.3 Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk

	<p>1.4 Reviews the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, computes for the withholding taxes and other deductions (i.e., retention fee, liquidated damages); (2) Initials under the name of the Accounting Section Head on the Box C of the DV; (3) Prepares the Journal Entry Voucher (JEV) and signs as preparer; and (4) Prepares the BIR Forms (i.e., 2306, 2307) if applicable. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x (pertaining to the Year) ORS adjustment) for information/ adjustment of the Budget Section. For adjustments wherein the time of adjustment is not within the month of obligation, the Notice of ORS Adjustment (NORSA) is prepared. However, if the documents are not</p>	None	3 working days	Accounting Staff
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	compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.			
	1. 5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: Box C of the DV; approves JEV; Tax Certificates; and approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.	None	2 days	Regional Accountant
	1. 6 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.7 If the	None	15 minutes	Accounting

	documents are compliant to the 3Cs, and thus the DV is signed by the Regional Accountant, If there is NORSA, forwards the documents to the Budget Section for recording of the NORSA, prior to forwarding to End-User; If there is no NORSA, Forwards the documents to the End-User for signing of Box D of the DV. However, if the documents are not compliant to the 3Cs, and thus the DV is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum for return			Section Clerk
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Financial Management Division Chief
	1.9 For the compliant	None	1 day	Budget Section Head

	documents with NORSA, the reviews and signs as “verified by” on the NORSA			
	1.10 Approves Box D of the DV	None	1 day	Division Chief
	1.11 If the transaction is pertaining to 1st payment for procured items which has undergone competitive bidding, the reviews the documents, and signs the Pre-Audit Form	None	1 day	Management Audit Analyst
	1.12 Receives the approved DV		10 minutes	Cash Section Clerk

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR’s office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

3. Pre-audit of Pre-Audit and Processing of Initial Salary (for Permanent, Casual and Contractual Employees), Cash Advance, and Fund Transfer

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
DV; ORS; and all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)		To be submitted by the end user/ process owner (copies available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit signed and accomplish DV with complete attachments to Accounting Section	1.1 Receives the Disbursement Voucher (DV) with supporting documents from the Budget Section	None	5 minutes	Accounting Section Clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.3 Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the	None	3 days	Accounting Staff

	<p>3Cs, ACCOUNTING STAFF (1) Initials under the name of the Accounting Section Head on the Box C of the DV; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer; and (3) Records the transaction in the Pre-Audit Logbook; and (4) Prepares the pre-audit form in two (2) copies, indicates reference number, and signs as the reviewer. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x (pertaining to the Year) ORS adjustment) for information/ adjustment of the Budget Section. For adjustments wherein the time of adjustment is not within the month of obligation, the Notice of ORS Adjustment (NORSA) is prepared. However, if the documents are not compliant to the 3Cs, ACCOUNTING STAFF prepares the Memorandum</p>			
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	for the findings, and initials on the Memorandum.			
	1.5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: (1) Box C of the DV; (2) approves JEV; (3) approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.	None	2 days	Regional Accountant
	1.6 Encodes the details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
	1.7 If the documents are <u>compliant</u> to the 3Cs, signs the documents, (1) If there is NORSA, forwards the documents to the Budget Section for recording of the NORSA, prior to forwarding to End-	None	15 minutes	Accounting Section Clerk

	User; (2) If there is no NORSA, Forwards the documents to the End-User for signing of Box D of the DV. However, if the documents are not compliant to the 3Cs, and thus the DV is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)			
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Chief of Financial Management Division
	1.9 For the compliant documents with NORSA, reviews and signs as "verified by" on the NORSA	None	1 day	Budget Section Head
	1.10 Approve the Box D of the DV	None	1 day	Concerned Division Chief
	1.11 Receives the approved DV (Note: The preparation and processing of Check or ADA is another process)	None	1 day	Cash Section Clerk
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head			

	of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

4. Petty Cash Fund Replenishment Processing

Office or Division:	Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
DV; ORS; and all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)	To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits Disbursement Voucher for petty cash replenishment with supporting documents	4.1 Receives the Disbursement Voucher (DV) for Petty Cash Fund (PCF) replenishment, with supporting documents from the End-User	None	5 minutes	Accounting Section Clerk
	4.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	4.3 Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk
	4.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, initials under the name of the Accounting Section Head on the Box C of the DV; and (2) prepares the Journal Entry Voucher (JEV) and signs as preparer. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x	None	10 working days	Head of Accounting Section

	(pertaining to the Year) ORS adjustment) for information/ adjustment of the Budget Section. For adjustments wherein the time of adjustment is not within the month of obligation, the Notice of ORS Adjustment (NORSA) is prepared. However, if the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.			
	4.5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: (1) Box C of the DV; (2) approves JEV; and (4) approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes,	None	2 days	Regional Accountant

	informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.			
	4.6 Encodes the details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
	4.7 If the documents are <u>compliant</u> to the 3Cs, and thus the DV is signed by the Regional Accountant, the ACCOUNTING SECTION CLERK: (1) If there is NORSA, forwards the documents to the Budget Section for recording of the NORSA, prior to forwarding to End-User; (2) If there is no NORSA, Forwards the documents to the End-User for signing of Box D of the DV. However, if the documents are not compliant to the 3Cs, and thus the DV is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial	None	15 minutes	Accounting Section Clerk

	Management Division for signing of the Memorandum (for return)			
	4.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Division Chief, Financial Management Division
	4.9 For the compliant documents with NORSA, the , BUDGET SECTION HEAD reviews and signs as "verified by" on the NORSA	None	1 day	Budget Section Head
	4.10 Approves Box D of the DV	None	1 day	Concerned Division Chief
	4.11 Receives the approved DV	None	1 minute	Head, Cash Section

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or

	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

5. Processing of List of Due and Demandable Account payable (LDDAP-ADA) and summary of LDDAP-ADAs issued and invalidated Authority to Debit Advice (ADA) entries preparation

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		External or Internal Auditors / FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved Disbursement Vouchers		To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of LDDAP-ADA or summary of LDDAP-ADAs issued and invalidated ADA through issuance of memorandum	1.1 Receives the approved (sorted per type) Disbursement Vouchers (DVs) from the Cash Section	None	5 minutes	Accounting Section Clerk
	1.2 Encodes the details of the DVs in the Summary List	None	5 minutes	Accounting Section Clerk
	1.3 Prepares the List of Due and Demandable Accounts Payable - Advice to Debit	None	10 minutes	Accounting Section Clerk

	Accounts (LDDAP-ADA)			
	1.4 Returns the DVs to the Cash Section	None	5 minutes	Accounting Staff
	1.5 Prepares the Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE)	None	10 minutes	Accounting Staff
	1.6 Prints the LDDAP-ADA and SLIIE, and signs as preparer of the SLIIE	None	5 minutes	Accounting Staff
	1.7 Reviews the documents and signs the Certified Correct portions in both documents	None	1 hour	Regional Accountant
	1.8 Forwards the documents to the signatories	None	2 hour	Accounting Staff
	1.9 Signs/ approves for amounts not exceeding P1M <u>or</u> ARDA Signs/approves for amounts exceeding P1M	None	2 hour	Chief, Financial Management Division
	1.10 Forwards the document to the Land Bank of the Philippines (Note: Separate process under the Cash Section)	None	1 day	Cash Section Clerk
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media			

	will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

6. Post-Audit of Paid Disbursement Vouchers

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
DV; ORS; and all documentary requirements as required by the transaction	The COA may send request for paid DV.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for post audit documents	1.1 Receives the following from the Cash Section: (1) Paid Disbursement Vouchers for the month; (2) Report of Checks Issued (RCI); (3) and Advice to Debit Account (ADA)	None	5 minutes	Accounting Staff

	1.2 Reviews the paid DVs (as to completeness of supporting documents including Official Receipts, signatures, consistency of amounts). If there are findings on the DVs, coordinates with the concerned Unit/ Section/ Program/ Division for the correction of the findings. If there are no findings on the DVs, prepares transmittal letter to COA with the list of the DVs for transmittal.	None	10 minutes	Accounting Staff
	1.3 Reviews the report and signs the transmittal letter to COA	None	1 day	Regional Accountant
	1.4 Forwards the report/ summary together with the Transmittal Letter and Paid DVs to the COA	None	30 minutes	Accounting Staff

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by

	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

7. Filing of Paid Disbursement Vouchers

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form		Any generic request form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of filed paid disbursement vouchers	1.1 After the DVs are encoded on the Summary attached to the Check/ADA Disbursements Journal, sorts the DVs, and forwards the	None	10 minutes	Accounting Staff

	DVs per bundle (20-30 DVs per bundle)			
	1.2 If the DVs are NOT pertaining to payroll and remittances, files the paid DVs per bundle including proper labeling	None	40 minutes	Accounting staff
	1.3 However, if the DVs PERTAINS to payroll and remittances, the DVs are forwarded to staff who checks the completeness of the DVs with the Check/ADA Disbursement Journals	None	2 hours	Accounting staff
	1.4 Scans each DV and re-names (for MOA/JO, only the payrolls are scanned). Saves the files.	None	1 day	Accounting staff
	1.5 Saves the files. Files the DVs (for permanent and contractual payrolls; and remittances for all staff). For MOA/JO payrolls, forwards the payrolls to the Accounting Section - mainstreamed staff for filing	None	4 hours	Accounting staff

Feedback and complaint mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

8. Photocopying of Payrolls for Binding (for Permanent and Contractual)

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		External or Internal Auditors / FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any generic request form is acceptable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of payroll	1.1 For the files which were scanned and saved monthly, sorts the files per Employment Status (i.e, regular, contractual and MOA) and	None	1 day	Accounting staff

	Program, and Remittance (i.e, GSIS, SSS, PHIC, HDMF, LBP-Loan, Treasury of the Philippines, HealthCard, DSWD-MBA)			
	1.2 Prints the payrolls (including the Check/ADA Disbursement Journals, DV, ORS, JEV, OR if available) (done simultaneously by Accounting Staff and another Accounting Staff under Pantawid)	None	5 days	Accounting Staff
	1.3 Arranges the payrolls and remittances, from January to December (Done simultaneously by Accounting Staff and another Accounting Staff under Pantawid)	None	1 day	Accounting Staff
	1.4 Prepares transmittal letter in two copies	None	30 minutes	Accounting staff
	1.5 Reviews and initials on the Transmittal Letter	None	1 day	Regional Accountant
	1.6 Signs the transmittal letter	None	1 day	Chief, Financial Management Division
	1.7 Forwards the printed documents to the Records and Archives	None	15 minutes	Accounting Section Clerk

	Management Section (RAMS) for binding			
	1.8 After the binding of the documents c/o RAMS, files the documents	None	10 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

9. Annualization of Taxes

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	Any request generic form			
Client steps	Section's Actions	Fees to	Processing	Persons

		be paid	time	Responsible
1. Request Annualization of Taxes	1.1 Receives the names of staff and their monthly salaries from the Personnel Administration Section (PAS)	None	1 minute	Accounting staff
	1.2 Computes annual tax of staff based on existing BIR rules and regulations, i.e., TRAIN Law.	None	10 minutes	Accounting staff
	1.3 Sends to PAS, to be used during the preparation of subsequent payroll/s.	None	1 minute	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

10. Processing of BIR Form 1600 (Monthly Remittance Return of Value Added Tax and Other Percentage Taxes Withheld)

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
Request form		Any request generic form		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on BIR Form 1600	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	5 hours	Accounting staff
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	4 hours	Accounting staff
	1.3 Generates the Excel Report	None	2 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	3 hours	Accounting staff
	1.5 Generates Form 1600	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	2 minutes	Accounting staff

	1.8 Checks errors prior to submission	None	2 minutes	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are errors on the report, validates and reconciles the error, generates again the .DAT File, and re-submits the .DAT File.	None	12 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

11. Preparation of BIR Form 1601C (Monthly Remittance Return on Income Taxes Withheld on Compensation)

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of Liquidation report through issuance of memorandum	1.1 Gathers the data on taxes withheld from the Check and ADA Disbursement Journal (for the column of salary)	None	10 minutes	Accounting Staff
	1.2 Reconcile the taxes withheld in the Check/ADA DJ with the annualization schedule	None	10 minutes	Accounting Staff
	1.3 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	15 minutes	Accounting Staff
	1.4 Files the Tax Remittance Advice and Summary	None	5 minutes	Accounting Staff
Feedback and complaints mechanism				
How to send	Accomplish feedback/ Complaint form of the Section			

feedback	
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

12. Preparation of BIR Form 1601E (Monthly Remittance Return of Creditable Income Taxes Withheld (Expanded))

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff or BIR request			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	Any request generic form			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on BIR Form 1601E	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	1 day	Accounting staff
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	5 hours	Accounting staff

	1.3 Generates the Excel Report	None	5 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	4 hours	Accounting staff
	1.5 Generates Form 1601E	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	3 minutes	Accounting staff
	1.8 Checks errors prior to submission	None	1 minute	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are errors on the report, the ACCOUNTING STAFF validates and reconciles the error, generates again the .DAT File, and re-submits the .DAT File. The Excel File is also printed.	None	12 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

13. Preparation of BIR Form 1601-EQ (Quarterly Remittance Return of Creditable Income Taxes Withheld (Expanded))

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR Form 1601-EQ	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	1 day	Accounting staff

	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	5 hours	Accounting staff
	1.3 Generates the Excel Report	None	5 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	4 hours	Accounting staff
	1.5 Generates Form 1601E	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	20 minutes	Accounting staff
	1.8 Checks errors prior to submission	None	1 minute	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are errors on the report, the ACCOUNTING STAFF validates and reconciles the error, generates	None	12 minutes	Accounting staff

	again the .DAT File, and re-submits the .DAT File. The Excel File is also printed.			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

14. Preparation of BIR Form 1604-CF (Annual Information Return on Income Taxes Withheld on Compensation and Final Withholding Taxes)

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR Form 1604-CF	1.1 Gathers the Check/ADA Disbursement Journals (for taxes withheld), and General Journals (for tax remittances) for all Fund Clusters, and Summarize the taxes withheld and remitted on compensation for the whole year. Print the summary	None	4 days	Accounting staff
	1.2 Encodes in the BIR Form 1604-CF Excel File, the monthly consolidated and taxes withheld on compensation	None	5 days	Accounting staff
	1.3 Prints/ prepares the following in 2 copies: (a) e-submission validation report, (b) Alphabetical list of payees, and BIR Form 1604-CF, (c) Schedule 7.3	None	1 day	Accounting staff

	for employees hired within the year, and (d) Schedule 7.1 for employees terminated before December 31			
	1.4 Signs the BIR Form 1604-CF in 2 copies	None	1 day	Regional Accountant
	1.5 Submits the documents to BIR, and file the Received copy/ies (with the printed summary)	None	1 hour	Accounting staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

15. Processing of BIR Form 1604-E (Annual Information Return on Creditable Income Taxes Withheld (Expanded)/Income Payments Exempt from Withholding Taxes)

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on Supplies and Materials Issued through issuance of memorandum	1.1 Gathers and Summarizes the taxes remitted for the whole year, for all Fund Clusters, based on Check/ADA Disbursement Journals. Combine the same supplier with the same ATC. Prints the summary.	None	4 days	Accounting staff
	1.2 Encodes in the Alphalist Data Entry each supplier with the same ATC; Encodes the consolidated taxes per month in the BIR Form 1604-E; Once tax encoded and withheld are reconciled, submit the .dat file to e-submission	None	5 days	Accounting staff
	1.3 Encode in the Alphalist Data Entry each supplier with	None	1 day	Accounting staff

	the same ATC.			
	1.4 Waits for validation report. If there are no errors as per validation report, print in 2 copies: (a) e-submission validation report, (b) Alphalist of payees subject to expanded withholding tax, and BIR Form 1604E	None	1 day	Accounting staff
	1.5 Signs the BIR Form 1604-E in 2 copies	None	1 day	Accounting staff
	1.6 Submits the documents to BIR, and files the received copies	None	1 hour	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

16. Processing of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR form 2307	1.1 Receives/ Collects the BIR Form 2307 duly signed by the Suppliers, from the Cash Section	None	1 hour	Accounting staff
	1.2 Compare the Forms with the Check/ADA Disbursement Journals, and ensure that the taxes are remitted	None	5 days	Accounting staff
	1.3 Scans and Re-names the Forms in accordance with the BIR guidelines	None	5 days	Accounting staff
	1.4 Saves the files in the DVD-R, and labelled according to BIR guidelines	None	45 minutes	Accounting staff
	1.5 Summarizes the List of Payees that was saved in the DVD-R	None	2 days	Accounting staff
	1.6 Prints the List and Annex (Sworn Declaration) for	None	15 minutes	Accounting staff

	signing by the Accountant, and for notarization (2 copies)			
	1.7 Signs the List of Payees, Annex (Sworn Declaration), and DVD-R in 2 copies	None	1 day	Regional Accountant
	1.8 Coordinates with a Notary Public for the notarization of Annex (Sworn Declaration)	None	4 hours	Accounting staff
	1.9 Submits 1 copy to the BIR (List of Payees, Annex (Sworn Declaration), DVD-R), and Files the copies with "Received" stamp by the BIR, including the printed 2307 copies	None	5 hours	Accounting staff

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

17. Processing of BIR Form 2316 (Certification of Compensation Payment/ Tax Withheld)

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR Form 2316	1.1 Ensures that amounts of taxes withheld in the Trial Balance, and Annualization schedule, are reconciled. Then, prepare a Summary, prior to encoding in the Alphalist	None	2 day	Accounting staff
	1.2 Encode the Gross remuneration, and deductions of all staff, in the Alphalist (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	3 days	Accounting staff
	1.3 Prints BIR 2316 in two (2) copies for each staff, and Transmittal Letters (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 day	Accounting staff
	1.4 Signs the BIR Forms	None	2 days	Accounting staff
	1.5 Forwards the Transmittal Letters	None	1 hour	Accounting staff

	(Receiving copy) and BIR Forms to the various Units/ Sections/ Divisions/ Programs, for completion/ signing by the staff			
	1.6 DSWD Staff (Permanent and Contractual) completes and signs the BIR Forms, and returns to the Accounting Section (for completion and submission within 2 weeks)	None	2 days	Accounting staff
	1.7 Receives the completed BIR Forms from the staff (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 minute per form	Accounting staff
	1.8 Scans and Re-names the Forms in accordance with the BIR guidelines (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 day	Accounting staff
	1.9 Consolidates and Saves the files in the DVD-R, and labels the DVD-R according to BIR guidelines	None	30 minutes	
	1.10 Summarizes the actual/saved BIR Forms in the DVD-R for signing by the Accountant as "List of Employees" in 2 copies	None	1 day	Accounting staff
	1.11 Prints the	None	4 hours	Accounting

	Annex (Sworn Declaration) for signing by the Accountant, and for notarization, in 2 copies			staff
	1.12 Signs the List of Employees, Sworn Declaration, and DVD-R	None	1 hour	Regional Accountant
	1.13 ACCOUNTING STAFF Coordinates with a Notary Public for the notarization of Annex (Sworn Declaration)	None	4 hours	Accounting staff
	1.14 Submits 1 copy to the BIR, and File the other copy (ensure that there is received stamp on the file copy)	None	1 hour	Accounting staff
	1.15 Files the 2316 hard copies	None	4 hours	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

18. Processing of Liquidation Report:

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Liquidation Report Form (2 Sets)		Any request generic form		
2. All supporting documents needed for liquidation depending on nature/classification of cash advances (2 Sets)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.1 Receives the Liquidation Report with supporting documents from the End-User (Boxes A and B of the LR are already signed)	None	5 minutes	Accounting clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents	None	10 minutes	Technical Staff
	1.3 Distributes the LR to the Accounting Section staff for processing	None	5 minutes	Regional Director
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, (1) Initials under the name of the Accounting	None	10 days	Accounting staff

	<p>Section Head on the Box C of the LR; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer. However, if the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.</p>			
	<p>1.5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: (1) Box C of the LR; and (2) approves JEV. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.</p>	None	2 days	Regional Accountant
	<p>1.6 If the documents are <u>compliant</u> to the 3Cs, (1) records the liquidation in the Cash Disbursements Journal (Note: with separate process); and (2) forwards the Liquidation Report-Accounting Copy to the Accounting</p>		35 minutes	Accounting staff

	Staff in charge of filing , and the Liquidation Report-COA Copy to the Commission on Audit (Resident Auditor)			
	1.7 If the documents are not compliant to the 3Cs, (1) Encodes the details of the document in the MS Excel File (for outgoing); and (2) Forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)	None	25 minutes	Accounting Section Clerk
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section	None	1 day	OIC, Division Chief
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396			

	6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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19. Processing of Journals Preparation/ Updating - Cash Disbursements Journal

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for a copy of cash disbursement journal	1.1 Encodes the details of the JEV (for liquidation of cash advances) to the Cash Disbursements Journal	None	10 minutes	Accounting staff
	1.2 Sorts the details per account, and prints the Cash Disbursements Journal	None	30 minutes	Accounting staff
	1.3 Reviews and signs the Journal	None	5 minutes	Regional Director
	1.4 Files the Journal	None	1 hour and 5 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact	Any irregularity using the name of DSWD-CAR or involving			

information of DSWD FO-CAR	any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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20. Processing of Journals Preparation/ Updating - Cash Receipts Journal

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff or Request by COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	Any request generic form			
Office or Division:	Accounting Section	Office or Division:	Processing time	Persons Responsible
1. Submit request for copy of updated cash receipts journal	1.1 Receives the Cash Receipts Record (CRR) from the Cash Section	None	1 minute	Accounting staff
	1.2 Encodes the details of the CRR in the summary	None	3 hours	Accounting staff
	1.3 Prepares the Journal Entry Voucher (JEV) and attaches the summary as supporting document	None	30 minutes	Accounting staff
	1.4 Reviews and signs the JEV	None	30 minutes	Regional Accountant
	1.5 Prepares and prints the Cash Receipts Journal	None	30 minutes	Accounting staff
	1.6 Reviews and signs the Journal	None	30 minutes	Accounting staff
	1.7 Files the Journal	None	5 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of			

	Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

21. Preparation Journals/ Updating - Check and ADA Disbursements Journal

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of Check and ADA disbursements through issuance of memorandum	1.1 Receives the paid Disbursement Vouchers (DVs) with ADA and/or Check	None	1 minute	Accounting staff
	1.2 Encodes the details of the transactions in the summary	None	5 minutes	Accounting staff

	1.3 At month-end, the total amount of the Summary prepared is compared with Cash Section's Report of Checks Issued (RCI). If the amounts tally, the forwards the summary to another staff. If the amounts Do Not tally, the transaction details are reconciled with the Cash Section	None	2 days	Accounting staff
	1.4 Reviews the accounts used	None	1 day	Accounting staff
	1.5 If the Accounts used are correct, sort the transactions per account, and prepare the Check/ ADA Disbursement Journals. If the Accounts used are Not correct, the validates the correctness of the account with the details of the disbursement voucher; and. Makes the necessary corrections on both the e-copy and hard-copy	None	2 hours	Accounting staff
	1.6 Prints the Check Disbursement Journal, and the ADA Disbursement Journal, and forwards to the Section Head	None	15 minutes	Accounting staff
	1.7 Reviews and	None	30 minutes	Regional

	signs the Journal			Accountant
	1.8 Files the Journal	None	5 minutes	Accounting staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

22. Preparation of Journals/ Updating - General Journal

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of General Journal	1.1 Prepares the Journal Entry Voucher (JEV)	None	30 Minutes per JEV	Accounting Staff
	1.2 Reviews and signs the JEV	None	30 Minutes	Regional Accountant
	1.3 Encodes the details of the JEV to the General Journal	None	10 Minutes per JEV	Accounting Staff

	1.4 Sorts the details per account, and prints the General Journal	None	30 Minutes	Accounting Staff
	1.5 Reviews and signs the Journal	None	30 Minutes	Regional Accountant
	1.6 Files the Journal	None	5 Minutes	Accounting Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

23. Preparation of General Ledger/ Subsidiary Ledger:

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff or Request by COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	Any request generic form			
Client steps	Section's Actions	Fees to be	Processing time	Persons Responsible

		paid		
1. Request copy of General Ledger	1.1 Collects the various Journals from Accounting Staff-1	None	10 Minutes	Accounting Staff
	1.2 Posts the amounts to the respective GLs and SLs, and foots the balances	None	4 Days	Accounting Staff
	1.3 Forwards the GLs to Accounting Staff-1 for counterchecking of amounts with the Trial Balance	None	5 Minutes	Accounting Staff
	1.4 Counterchecks the amounts in the GL/SL with the Trial Balance	None	4 Hours	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

24. Preparation of Quarterly Financial Statements

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA or Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any generic request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Accounting Staff
1. Request quarterly financial statements through issuance of memorandum	1.1 Posts to the Assets, Contra Assets and Liability Accounts to get the Net Assets Less Liabilities; (2) Annex B-1: Posts to the Income and Expense Accounts, Subsidies, and Subsidies Granted, to get the Surplus for the period; (3) Annex C: Posts Government Equity Accounts and Surplus for the period based from Net Income and Expenses, and Net Subsidies from Annex B-1 to get the Accumulated Surplus as of the quarter-end. This should tally with the Net Assets	None	3 days	Accounting Staff

	Less Net Liabilities from Annex A-1; (4) Annex D-1: Posts Actual Cash Receipts and Disbursements/ Deposits to get the Cash and Cash Equivalents balance as of the quarter. This should tally with the Cash and Cash Equivalents balance in Annex A-1; (5) Prepare Annex A (Summary of Accounts based from Annex A-1); (6) Prepare Annex B (Summary of Accounts based from Annex B-1); and (7) Prepare Annex D (Summary of Accounts based from Annex D-1).			
	1.2 Prints and Tabs the reports	None	1 hour	Accounting Staff
	1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials.	None	10 minutes	Regional Accountant
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Accounting Staff

	1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Staff
	1.6 Countersigns on the Transmittal Letter	None	30 minutes	Financial Management Division Chief
	1.7 Signs the Reports and the Transmittal Letter	None	1 day	Regional Director
	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; (2) Forwards the Reports and Transmittal Letter to the COA; (3) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	1 hour	Accounting Section Clerk
	1.9 Files the Report and Transmittal Letters	None	10 minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

25. Preparation of Comparative Annual Financial Statements

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff or Request by COA or Central Office			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for the copy of annual financial statements	1.1 Prepares the closing entries: 1. Closing entry for Cash-Treasury/Agency Deposit, Regular 2. Closing entry for all revenues recorded for the year 3. Closing entry for all expenses incurred for the year 4. Close the Income and Expense Summary to Accumulated Surplus (Deficit) account	None	4 Hours	Accounting Staff
	1.2 Posts the Closing Entries to the Preliminary Trial Balances; Reconciles, and Prepares the Post Closing Trial Balances	None	4 Hours	Accounting Staff
	1.3 Consolidates the Post Closing Trial Balances of All Fund Clusters (6 Fund Clusters)F	None	1 Day	Accounting Staff
	1.4 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters)	None	38 Hours	Accounting Staff

	<p>1. Establishes Annexes:</p> <p>'a. Annex A-1 – Posting of Asset, Contra Asset and Liabilities Accounts to get the Net Assets Less Net Liabilities</p> <p>'b. Annex B-1 – Posting of Income and Expenses Accounts, Subsidies from Sources and Subsidies Granted, to get Surplus for the period</p> <p>'c. Annex C – Posting of Government Equity Accounts and Surplus for the period based from Net Income and Expenses and Net Subsidies from Annex B-1 to get Accumulated Surplus for the quarter-end.</p> <p>'d. Annex D-1 – Posting of Actual Cash Receipts and Disbursements/ Deposits to get the Cash and Cash Equivalent balance as of the quarter. It should tally with the Cash and Cash Equivalent Balance in Annex A-1.</p> <p>'e. Annex A – Summary of Accounts based from Annex A-1</p> <p>'f. Annex B – Summary of Accounts based from Annex B-1</p> <p>'g. Annex D – Summary of Accounts based from Annex D-1.</p>			
	1.5 Prepares the Comparative Annual Financial Statements	None	26 Hours	Accounting Staff

	<p>per Cluster (6 clusters)</p> <p>2. Establishes Annexes for the Previous Year (should tally with the Last year's Comparative Reports):</p> <p>'a. Annex A-1 – Posting of Asset, Contra Asset and Liabilities Accounts to get the Net Assets Less Net Liabilities</p> <p>'b. Annex B-1 – Posting of Income and Expenses Accounts, Subsidies from Sources and Subsidies Granted, to get Surplus for the period</p> <p>'c. Annex C – Posting of Government Equity Accounts and Surplus for the period based from Net Income and Expenses and Net Subsidies from Annex B-1 to get Accumulated Surplus for the quarter-end.</p> <p>'d. Annex D-1 – Posting of Actual Cash Receipts and Disbursements/ Deposits to get the Cash and Cash Equivalent balance as of the quarter. It should tally with the Cash and Cash Equivalent Balance in Annex A-1.</p> <p>'e. Annex A – Summary of Accounts based from Annex A-1</p> <p>'f. Annex B – Summary of Accounts based from Annex B-1</p>			
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	'g. Annex D – Summary of Accounts based from Annex D-1.			
	1.6 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters) 3. Consolidates the Financial Statements for all Fund Clusters and reconciles it with previous year's report. Reconcile it with Central Office	None	16 Hours	Accounting Staff
	1.7 Prepares Annex F – Statement of Comparison of Actual and Budgeted Amounts: 1. Consolidates all revenues pertaining only to those that are programmed for the year. Posts it to the template (2 Years) 2. Coordinates with the Budget Section regarding the Allotments and Appropriations for the Agency. Posts the amounts per classification as to PS, MOOE, FinEx or CO (2 Years) 3. Posts disbursements as to classification (PS, MOOE, FinEx, CO) (2 Years)	None	17 Hours	Accounting Staff
	1.8 Prepares Annex J – Consolidated Agency's Action Plan and Status of Implementation		16 Hours	Accounting Staff
	1.9 Prepares the Notes to Financial Statements (with Schedules and Reconciliations) for All Fund Clusters	None	200 Hours	Accounting Staff
	1.10 Prepares the Statement of	None	1 Hour	Accounting Staff

	Management's Responsibility			
	1.11 Prepares the Transmittal Letters	None	2 Hours	Accounting Staff
	1.12 Formats, Prints, Labels and Tabs the Reports (more than 500 pages per copy; 3 sets)	None	12 Hours	Accounting Staff
	1.13 Reviews and certifies the printed report	None	2 Hours	Regional Accountant
	1.14 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
	1.15 Certifies the report	None	2 Hours	Budget Section Head
	1.16 Signs the report	None	6 Hours	Regional Director
	1.17 Forwards the following: The following copies of the report are: * 1 copy is forwarded to the Records Section for sending to the Central Office * Other 2 copies are forwarded to the Accounting Section staff	None	30 Minutes	Accounting Section Clerk
	1.18 Forwards copy to the Commission on Audit and 1 copy is filed	None	1 Hour and 15 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by		

	permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

26. Preparation of Property, Plant and Equipment (PPE) Schedule and PPE Ledger Cards (PPELC) Preparation

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA or Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request of report on PPE, PPE LC	1.1 Checks with the Trial Balance for changes in the amount of the PPE. If there are changes: A. Check the details of newly-acquired PPE on the Check Disbursements Journal; B. Coordinate with the Property and Asset Management Section for the details on the disposed PPE, and for the availability of Inventory and Inspection Report of Unserviceable Property	None	30 minutes	Accounting Staff

	(IIRUP) [Note: disposal of inventory and property is done twice a year]			
	1.2 Updates the PPE Schedule	None	30 minutes	Accounting Staff
	1.3 Updates/ Accomplishes the PPE Ledger Card and Print	None	10 minutes per PPE item	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

27. Prepare of Quarterly Status of Receivables

Office or Division:	Budget Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Any generic request	Any generic form provided approved by the Regional Director

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request or for quarterly status of receivables	1.1 Sorts or extracts the details (Debtor, Year Granted, and Balances); (2) Posts Accounts for Annex A (Due from LGUs); (3) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (4) Posts accounts for Annex B (Due from NGOs/POs); (5) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (6) Posts accounts for Annex C (Due from NGAs); (7) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (8) Posts accounts for Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and	None	5 hours	Accounting staff

	availability of documents.			
	1.2 Sends the e-copy to COA thru e-mail, and prints the report	None	30 Minutes	Accounting Staff
	1.3 Reviews and signs the report	None	2 Hours	Regional Accountant
	1.4 Forwards the report to the COA	None	30 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

28. Preparation of Quarterly Detailed and Comprehensive Report on Status of Funds to Local Government Units (Due from LGUs), NGAs (Due from NGAs) and NGOs/POs (Due from NGOs/POs)

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any generic request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for the report on status of funds	1.1 Sorts or extract the details (Program, Year Granted, Amounts, Liquidations, Refunds, and Adjustments); (2) Post Accounts for Annex B (Detailed Status of Due from LGUs Account per Year); (3) Post Accounts for Annex A (Summary Status of Due from LGUs Account per Program and per Year) based from Annex B; (4) Rank LGU Account balance from highest to lowest. Post to Annex C (Ranking of LGUs – Highest to Lowest for the CY 20xx and Prior Years); (5) Rank Account	None	4 days	Accounting staff

	<p>Balance per Program. Post it to Annex D (Ranking of LGUs per Program – Highest to Lowest for CY 20xx and Prior Years);</p> <p>(6) Post Accounts for Annex B (Detailed Status of Due from NGAs Account) per debtor, per program and per year; (7) Post Accounts for Annex A (Summary Status of Due from NGAs Account) per program and per year; (8) Post Accounts for Annex B (Detailed Status of Due from NGAs Account) per debtor, per program and per year; (9) Post Accounts for Annex A (Summary Status of Due from NGAs Account) per program and per year; (10) Consolidate reports for all Fund Clusters. Balances should tally with the Consolidated Trial Balance;</p> <p>(11) Consolidate all narrative</p>			
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	reports on the status of funds to LGUs stating the facilitating and hindering factors on the liquidations of funds per program.			
	1.2 Prints and Tabs the reports	None	1 hour	Accounting Staff
	1.3 Prepares the transmittal letter to DSWD Central Office, and initials.	None	10 minutes	Accounting Staff
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Regional Accountant
	1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Section Clerk
	1. 6 Countersigns on the Transmittal Letter	None	30 minutes	Financial Management Division Chief
	1.7 signs the Reports and the Transmittal Letter	None	1 day	Regional Director
	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (2) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	30 minutes	Accounting Section Clerk

	1.9 Files the report and transmittal letters	None	10 minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

29. Preparation and submission of Cash Utilization Report (Monthly)

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Any generic request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request copy of Cash Utilization Report	1.1 Sorts the Monthly NCA/NTA received as to Appropriation (whether current or continuing fund); Sorts the finalized data of Check Disbursement Journal (CkDJ) as to: - Year of obligation - Appropriation source (current or continuing fund) - Program - UACS code used by the accounting section in the journal entry to determine the type of expenditure - Net amount paid and tax withheld	None	1 day	Accounting Staff
	1.2 Consolidates and Encodes the sorted data of the CkDJ and the Monthly NCA/NTA received, and prepares the Excel format of the report, and prints the report	None	4 hours	Accounting Staff
	1.3 Reviews and signs/ Certifies the report, and initials on the Transmittal	None	15 minutes	Regional Accountant

	Letter			
	1.4 Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk
	1.5 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Division Chief, Financial Management Division
	1.6 signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
	1.7 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (3) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	10 minutes	Accounting Section Clerk
	1.8 Files the Report	None	5 minutes	Accounting Staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-

	0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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30. Preparation of Cash Utilization Report (Quarterly)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for Cash Utilization Report (Quarterly)	1.1 After the Check Disbursement Journal (CkDJ) is finalized (3rd of the following month), consolidates all the sorted data of the CkDJ, and all the NCA/NTA received for the quarter and prepares the excel format of the report	None	4 hours	Accounting Staff
	1.2 Adjusts the consolidated data by deducting the amount of canceled check for the quarter (canceled checks for the quarter are the checks which are reported as disbursed for the month, but canceled the next month)	None	4 hours	Accounting Staff
	1.3 Reconciles the	None	2 hours	Accounting

	Adjusted Balance of the report with the amount of cash lapsed for that quarter			Staff
	1.4 If the amount is the same with amount of cash lapsed as reported by the Cash Section, prints the report for signing of the signatories. However, if there is discrepancy in the amount, checks the report for revision	None	1 hour	Accounting Staff
	1.5 Reviews and signs/ Certifies the report, and initials on the Transmittal Letter	None	15 minutes	Regional Accountant
	1.6 Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk
	1.7 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Financial Management Division Chief
	1.8 Signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
	1.9 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (3) Forwards a copy of the Report and Transmittal	None	10 minutes	Accounting Section Clerk

	Letters to the Accounting Staff for filing.			
	1.10 Files the Report	None	5 minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

31. Preparation of Fund Utilization Monitoring/ Monthly Financial Reports (NDRRMC, CPSB, PSB)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit Request for the Fund Utilization Monitoring	1.1 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from Accounting Section	None	15 Minutes	Accounting Staff
	1.2 Encodes to the template the details of the following: (1) allotment and obligation per UACS; and (2) received NCA	None	30 Minutes	Accounting Staff
	1.3 Updates the RAO or Obligation Monitoring as to the disbursement (per obligation) (Annex A)	None	2 Days	Accounting Staff
	1.4 Updates the Liquidation Monitoring (Annex B for Fund Transfers, and Annex C for Cash Advances/Petty Cash Funds)	None	4 Hours	Accounting Staff
	1.5 Encodes/ Inputs to the template the following: (1) disbursement per UACS; and (2) balances of unliquidated Cash Advances/ Fund Transfers	None	30 Minutes	Accounting Staff
	1.6 Forwards the report to the Central Office thru electronic mail	None	10 Minutes	Accounting Staff

	1.7 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from Accounting Section	None	15 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

32. Preparation of Statement of Unliquidated Cash Advances (SUCA)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to	Processing	Persons

		be paid	time	Responsible
1. Submit Request for SUCA	1.1 Post amounts liquidated based from the approved JEVs for liquidation of Cash Advances, Due from LGUs, Due from NGAs, Due from NGOs/POs, Petty Cash Funds; (2)j Post amounts refunded based from Cash Receipts Report from the Cash Section, and should tally with the Cash Receipts Journal prepared by the Accounting Section; (3) Post adjustments based from the approved JEVs; (4) Reconcile the total amount with the Trial Balance; and (5) Post the amounts on the summary of SUCA per year and per account. Update the percentage of liquidation.	None	7 Hours	Accounting Staff
	1.2 Prints and tabs the reports	None	1 Hour	Accounting Staff
	1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials. (Note: the report is included in the	None	10 Minutes	Accounting Staff

	transmittal letter of financial reports)			
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 Hours	Accounting Staff
	1.5 Forwards the documents for signing of other signatories		15 Minutes	Accounting Section Clerk
	1.6 Countersigns on the Transmittal Letter		30 Minutes	Accounting Staff
	1.7 Signs the Reports and the Transmittal Letter		1 Day	Regional Director
	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; forwards the Reports and Transmittal Letter to the COA; forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.		1 Hour	Accounting Section Clerk
	1.9 Files the Report and Transmittal Letters		10 Minutes	Accounting Staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

33. Preparation of Bank Reconciliation Statement Preparation

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Action	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for bank reconciliation statement	1.1 Prepares the request letter for securing the Bank Statement (BS) or Bank Snapshot, and List of Outstanding Checks, addressed to the Land Bank of the Philippines (LBP)	None	20 minutes	Accounting Staff
	1.2 Sign the letter	None	1 day	Authorized Check Signatories
	1.3 Transmits the signed request letter to the LBP, and subsequently receives the Bank Statement	None	1 day	Cash Section

	1.4 Receives the Bank Statement (BS) from the Cash Section	None	1 day	Accounting Staff
	1.5 Secures the Cash Book from the Cash Section, and reconcile the balance of the Cash Book with the Trial Balance	None	1 day	Accounting Staff
	1.6 Enters the cutoff date of the bank reconciliation statement; ensures that the unadjusted ending book and bank balances per previous month's Bank Reconciliation Statement (BRS) are the current month's beginning book and bank balances, respectively; determines the cancelled checks. Compare the list of outstanding checks of prior month and current month, with the current BS; determine the stale checks. Check the date of check on the list of outstanding checks of prior month. If the count exceeds 6 months and the check is not yet endorsed to the bank, then the check is already stale. Update the list of stale checks; determine the outstanding checks. Compare the CkDJ with the BS. Entries in the CkDJ which are not endorsed to the	None	4 Days	Accounting Staff

	<p>bank are outstanding checks. Update the list of outstanding checks; include the items for adjustment in the BRS. These may include entries which are recorded in the books, but not reflected in the BS, or reflected in the BS but not recorded in the books; calculate the adjusted balances of the account.</p> <p>8. Prepares the BRS in accordance with the required format.</p>			
	1.7 Prepares the Journal Entry Voucher/s for the book reconciling items, and attach the supporting documents and signs as preparer.	None	20 Minutes	Accounting Staff
	1.8 Print/ prepare the report in two (2) sets (COA copy and File copy), each set containing the BRS, BS, List of Outstanding Checks, and List of Stale Checks, and signs the report as preparer.	None	20 Minutes	Accounting Staff
	1.9 Reviews the report	None	25 Minutes	Regional Accountant
	1.10 Revises the report and edits the encoded amounts, and submits the report for "Review" status	None	1 Hour	Accounting Staff
	1.11 If there is no revision needed, signs the report as "Certified Correct", and	None	5 Minutes	Regional Accountant

	approves the JEV			
	1.12 Forwards (1) the COA copy of the report to the COA, and (2) the JEV to the Accounting Staff assigned for consolidating/ filing the JEVs	None	30 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

34. Processing Budget and Financial Accountability Report (BFAR) - 1 (Statement of Appropriations, Allotments, Obligations, Disbursements and Balances, for both Current and Continuing)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Central Office or COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for BFAR-1	1.1 Sorts and reconciles the sorted monthly check disbursement journal (CDJ) with the Statement of Allotment, Obligation and Balances, and Registry of Allotment (RAO) reports of the Budget Section	None	2.5 days	Accounting Staff
	1.2 Consolidates the reconciled data of the CkDJ for the quarter and prepares the excel format of the BFAR	None	2 days	Accounting Staff
	1.3 Reconciles the Excel Format of the BFAR with the Central Office	None	1 day	Accounting Staff
	1.4 Encodes and submits the reconciled report to the Unified Reporting System (URS) of DBM for "Review" status of the report	None	1 day	Accounting Staff
	1.5 Reviews the BFAR on the URS.	None	1 hour	Central Office

	1.6 If there are errors needing adjustment based on the review of the Central Office, ACCOUNTING STAFF Revises the report and edits the encoded amounts, and submits the report for “Review” status	None	1 hour	Accounting Staff
	1.7 Reviews the BFAR on the URS. If there are no concern on the report, the CENTRAL OFFICE changes the “Review” status of the report to “Submitted” status	None	1 hour	Central Office
	1.8 Generates the report from the URS	None	20 minutes	Accounting Staff
	1.9 Certifies the printed report	None	15 minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Section
	1.11 Certifies the printed report	None	15 minutes	Budget Section Head
	1.12 Recommends for the approval of the report	None	15 minutes	Financial Management Division Chief
	1.13 Approves the report	None	15 minutes	Regional Director
	1.14 Upon receipt of the approved report, forwards the report to the Records Section for sending to the Central Office; and	None	15 minutes	Accounting Section Clerk

	(2) files a copy of the Report			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

35. Processing of Budget and Financial Accountability Report (BFAR) - 1A (Aging of Accounts Payable)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit Request for BFAR-1A	1.1 ACCOUNTING STAFF finalizes the list of Due and Demandable Accounts Payable (AP) as of year-end	None	10 Days	Accounting Staff
	1.2 Reconciles unpaid obligations and Not Yet Due and Demandable (NYDD) with the Budget Section	None	2 Days	Accounting Staff
	1.3 Sorts the list of Due and Demandable AP as of year-end based on BFAR Requirements	None	1 Day	Accounting Staff
	1.4 Completes the Excel Form of the BFAR	None	2 Hours	Accounting Staff
	1.5 Uploads the BFAR Excel Form to the Unified Reporting System (URS)	None	1 Day	Accounting Staff
	1.6 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary	None	2 Days	Accounting Staff
	1.7 Reviews the BFAR on the URS	None	1 Hour	Accounting Staff
	1.8 If there are errors or need for adjustment, revises the BFAR	None	1 Hour	Accounting Staff
	1.9 If there are No errors or No need for adjustment, the Approves the BFAR on the URS	None	15 Minutes	Regional Accountant
	1.10 Generates and Prints the	None	1 Hour	Accounting Staff

	report from the URS			
	1.11 Certifies the printed report	None	10 Minutes	Regional Accountant
	1.12 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
	1.13 Certifies the report	None	8 Hours	Budget Section Head
	1.14 Approves the report	None	4 Hours	Regional Director
	1.15 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk
	1.16 Files a copy of the report	None	5 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919			

	065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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36. Processing Budget and Financial Accountability Report (BFAR) - 4 (Monthly Report of Disbursements)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request copy of BFAR 4	1.1 Sorts the Monthly Check Disbursements Journal (CkDJ) as to BFAR Requirement, and compares the CkDJ with the Cash Utilization Report and BFAR 1 and 1A	None	1 Day	Accounting Staff
	1.2 Prepares the Excel Form of the BFAR	None	30 Minutes	Accounting Staff
	1.3 Encodes the BFAR to the Unified Reporting System (URS)		1 Hour	Accounting Staff
	1.4 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary		1 Hour	Accounting Staff

	1.5 Reviews the BFAR on the URS		1 Hour	Regional Accountant
	1.6 If there are errors or need for adjustment, the revises the BFAR		1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the approves the BFAR on the URS		15 Minutes	Regional Accountant
	1.8 Generates and Prints the report from the URS		1 Hour	Accounting Staff
	1.9 Certifies the printed report		10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories		15 Minutes	Accounting Staff
	1.11 Approves the report		8 Hours	Regional Director
	1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office		10 Minutes	Accounting Section Clerk
	1.13 Files a copy of the report		5 Minutes	Accounting Staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

37. Processing of Budget and Financial Accountability Report (BFAR) - 5 (Quarterly Report of Receipts)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit request for BFAR-5	1.1 Determines cash receipts from all journals, and prepares the Excel form of the report	None	2 Days	Accounting Staff
	1.2 Compares the account total with Trial Balance amount, and reconcile, if needed	None	4 Hours	Accounting Staff
	1.3 Encodes the BFAR to the Unified Reporting System (URS)		2 Hours	Accounting Staff
	1.4 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary	None	1 Hour	Accounting Staff
	1.5 Reviews the BFAR on the URS	None	30 Minutes	Regional Accountant
	1.6 If there are errors or need for adjustment, the revises the BFAR	None	1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the approves the BFAR on the URS	None	1 Hour	Regional Accountant
	1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
	1.9 Certifies the printed report	None	10 Minutes	Regional Accountant

	1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
	1.11 Approves the report	None	8 Hours	Regional Director
	1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk
	1.13 Files a copy of the report	None	5 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

**38. Processing of Budget and Financial Accountability Report (BFAR) - 6
 (Statement of Approved Budget, Utilization, Disbursements, and Balances for
 Trust Receipts)**

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any generic request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for BFAR-6	1.1 (After the Budget Section inputs the approved budget portion of the report), compares the approved budget balance with the Cash Receipts Journal balance for the quarter	None	15 Minutes	Accounting Staff
	1.2 If the balances Do Not tally, coordinates/ Reconciles the balances with the Budget Section, to effect the necessary adjustments	None	30 Minutes	Accounting Staff
	1.3 If the balances tally, identifies the corresponding utilizations of the approved budget in the report	None	15 Minutes	Accounting Staff
	1.4 Posts the utilization in the URS	None	1 Day	Accounting Staff
	1.5 Reviews the BFAR on the URS	None	30 Minutes	Regional Accountant

	1.6 If there are errors or need for adjustment, the revises the BFAR	None	1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the changes the status of the report from "Pending" to "For Approval"	None	5 Minutes	Regional Accountant
	1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
	1.9 Certifies the printed report	None	10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
	1.11 Certifies the report	None	1 Day	Budget Section Head
	1.12 Approves the report	None	1 Day	Regional Director
	1.13 Forwards the following signed reports: (a) 1 copy to the Records and Archives Management Section for sending to the Central Office; (b) 1 copy to the Commission on Audit; and (c) 1 copy to the Internal Audit Unit; (d) 1 copy for filing)	None	1 Hour	Accounting Section Clerk
	1.14 Files a copy of the report	None	1 minute	Accounting Staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

39. Preparation of Monitoring Report of Travel Expense Voucher (TEV) - for KC-NCDDP Staff

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Process owners/ Central Office			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for TEV monitoring report	1.1 Encodes the details of the TEV received from the Budget Section on the Google Sheet for TEV Tracking and Monitoring	None	30 Minutes per Batch X 2 Batches per Day	Accounting Staff

	1.2 If the Itinerary of Travel is overlapping with the previously submitted TEV, fixes (in charge of processing Disbursement Voucher) and ORS adjustment	None	10 Minutes	Accounting Staff
	1.3 Encodes the final TEV amounts, reductions, and reasons for the reductions, in a separate Google Sheet for Explanations (automatically shared to the Operations)	None	1 Hour per Batch X 2 Batches per Day	Accounting Staff
	1. 4 If there are clarifications from the Operations or Provinces, these are answered via Google Sheet, private e-mail, or messaging	None	30 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919			

	065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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40. Processing of Monitoring Report of Travel Expense Voucher - for Non-Pantawid and Non-KC-NCDDP Staff)

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Process owners/ Central Office			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the Regional Director			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for monitoring report of TEV for Non Pantawid and Non KC NCDDP staff	1.1 Detaches 1 copy of Appendix 45 and forwards the copy to the Accounting Staff in charge of monitoring the TEVs	None	1 minute	Accounting Staff
	1.2 Check the computations on Appendix 45; compares the Appendix 45 of travels with the same Travel Orders, route/area of assignment, and travel period; separates the Appendix 45 with doubtful/questionable claims, and discuss with Accountant for any action; updates the TEV	None	30 Minutes per Week	Accounting Staff

	Monitoring Matrix; and 5) File the Appendix 45			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

41. Preparation of Monitoring Report of Travel Expense Voucher for Pantawid Staff

Office or Division:	Accounting Section
Classification:	Simple

Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff / Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any generic request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Monitoring Report of TEV for Pantawid Staff	1.1 After the Check Disbursements Journal (CkDJ) is finalized (3rd of the following month), sorts the CkDJ as to the UACS code used in the journal entry, and extracts the disbursements under Travelling Expense (UACS Code: 5020-1010-00)	None	1 day	Accounting Staff
	1.2 Reconciles the extracted data with the submitted hard copy of Appendix 45 which was processed by the Regional Bookkeepers, by detailing the breakdown of the TEV claims as to: - Payee - Date of Travel - OBR Number - Month paid Original Claim based on Appendix 45 - Amount paid with breakdown as to travel within or outside area of assignment to monitor the TEV ceiling for travel within area of assignment - Total amount of adjustment - Reason for adjustment	None	7 days	Accounting Staff
	1.3 If the submitted Appendix 45 and Actual Disbursement differ, and the reason for the adjustment is NOT written or NOT	None	2 hours	Accounting Staff

	specified, the returns the TEV claim to the Regional Bookkeeper to revise the amount processed and write the reason for Adjustment			
	1.4 However, If the submitted Appendix 45 and Actual Disbursement differ, and the reason for the adjustment is WRITTEN/ SPECIFIED, finalizes and prepares the MS Word format of the Report	None	4 hours	Accounting Staff
	1.5 E-mails the report to AO-V of Pantawid (Accounting Section mainstreamed)	None	20 minutes	Accounting Staff
	1.6 E-mails the report to the Operations and Provinces	None	30 minutes	Accounting Staff
	1.7 For clarifications from Operations or Provinces, answers the clarification by sending the scanned copy of the Appendix thru e-mail	None	2 hours	Accounting Staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or

	contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

42. Preparation and consolidation of the regional annual budget proposal per program and endorse the necessary documents to the Division Chief for endorsement

Budget Proposal a formal document that is used to clearly provide the financial plan of the agency and proposed activities within the calendar year.

Office or Division:	Budget Section			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Budget Central, Other Section, Division, External/Internal Auditors			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Memorandum from the Regional Director of the FMS/ Memorandum from the other section/division	To be secured by the administrative staff/section clerk from the available and or active file of the section.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request submission of the Annual Budget through issuance of memorandum/Request copy of the regional annual budget proposal	1.1 Participate in the annual budget call led by the DBM	None	1 working day	Head, Budget Section
	1.2 Prepare and signs memorandum addressed to the ARDA/ARDO and OIC-Chief, PPD	None	20 minutes	Head, Budget Section
	1.3 Conducts short orientation to the fund controllers	None	1 working day	Head, Budget Section

	1.4 Conduct internal budget call to discuss the budget call and guidelines	None	1 working day	Head, of the Budget Section/Technical staff in coordination with the planning section
	1.5 Check the budgetary requirements in the prescribed form	None	2 working days	Technical staff
	1.6 Consolidate the regional annual budget using the prescribed budget proposal forms	None	1 working days	Technical staff
	1.7 Makes final review on consolidated regional annual budget proposal	None	1 working day	Head of the Budget Section
	1.8 Submit the e-copy of the consolidated regional annual budget proposal and forward the hard copies to the OIC-Division.	None	30 minutes	Head of the Budget Section/Technical staff
	1.9 Reviews and signs the regional annual budget	None	30 minutes	OIC-Division Chief, FMD

	proposal			
	1.10 Reviews and approves the regional annual budget proposal	None	1 working day	Regional Director/ OI of the RD, if unavailable
	1.11 Receives approved regional annual budget proposal and file the second copy.	None	2 minutes	Administrative Assistant staff
	1.12 Receives the memorandum/ request for a copy of the annual budget proposal and forward to the Head of the Budget Section/OIC	None	5 minutes	Administrative Assistant staff
	1.13 Photocopy and provides copy of the regional annual budget Proposal to the requesting section/division	None	15 minutes	Administrative Assistant staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City			

	or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph
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43. Conduct of Civil Service Society Organization (CSO) for Budget Partnership

CSO is an acronym for the Civil Society Organization. These are group of people, which operates in the community, in a way that is distinct from both government and business. These are Non-governmental organization and/ Social movement organization.

Office or Division:		Budget Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Section/Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
N/A		N/A		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Coordinate with the Budget Section re: conduct of the CSO consultation for Budget Partnership/ Request for the finalization of the CSO documentation.	1.1 Present the proposed flow of activity.	None	10 minutes	Head of the Budget Section
	1.2 Agree and finalize the program/flow of the activity.	None	15 minutes	Head of the Budget and Planning Section
	1.3 Prepare presentation as to the regional DBM approved level Tier 1 including the breakdown of provincial allocations for current and succeeding year fund.	None	30 minutes	Technical Staff
	1.4 Reviews the presentation and forward to the OIC-Division Chief, FMD for review/input.	None	10 minutes	Head Budget Section
	1.5 Conduct of CSO consultation/Participate in the CSO consultation	None	1 working day	Head of the Budget Section and Planning Section/Technical/ Administrative Assistant Staff

	1.6 Prepare the draft documentation and e-mail to the planning section for input. Note: forwarding to the planning section will be done if documenters are from the planning and budget section	None	2 working days	Technical Staff of the Budget Section/Planning Section
	1.7 Forward the documentation for review of the Heads of the Budget and Planning Section.	None	5 minutes	Technical Staff
	1.8 Makes final review on the documentation	None	1 working day	Head Budget Section and Planning Section
	1.9 Finalize and signs as preparer on the documentation	None	20 minutes	Technical staff of budget/planning section
	1.10 Reviews and Signs the documentation	None	20 minutes	Head of the Budget and Planning Section
	1.11 Reviews and approves the documentation.	None	1 working day	Regional Director/OIC of the RD, if unavailable
	1.12 Receives the approved documentation and file.	None	2 minutes	Administrative Assistant
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff			

	or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

44. Preparation and consolidation of facilitation of submission of Regional Annual Work and Financial Plan/ Revised Work and Financial Plan and Monthly Disbursement Program

Work and Financial Plan contains the activities; physical targets; Financial Plan/estimated budgetary allocation/obligation broken down by monthly including the Monthly Disbursement Program/ the estimated monthly disbursement requirements of the operating units (OUs) of departments/agencies.

Office or Division:		Budget Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Budget-Central Office, Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandum		To be secured by the administrative staff from the available and/ or active file of the Budget Section		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request the submission of the Regional Annual Work and Financial Plan and Monthly Disbursement Program through issuance of memorandum/Request copy of Regional Annual Work and Financial Plan and Monthly Disbursement Program or Revised Work and Financial Plan and Monthly Disbursement Program	1.1 Prepares memorandum to all divisions to come up with their WFP and MDP using the prescribed HPMS form and based on budget parameters (NEP) guidelines set by the DBM.	None	10 minutes	Head Budget Section
	1.2 Coordinate with the planning section on the conduct of the regional workshop.		15 minutes	
	1.3 Conduct/Participate in the Regional Workshop and	None	1 working day	Technical Staff/Head of the Budget Section

	1.4 Reviews the submitted WFP and MDP.	None	3 working days	Technical Staff
	1.5 Consolidate the WFP and MDP by posting the financial plan and MDP in the prescribed HPMS template	None	2 working days	Technical Staff
	1.6 Reviews the consolidated WFP and MDP and forward the WFP and MDP to the OIC-Division Chief, FMD for review and countersigning	None	30 minutes	Head of Budget Section
	1.7 Submit the electronic copy of the WFP and MDP at the Budget-Central Office	None	5 minutes	Technical staff
	1.8 Reviews and Signs the WFP and MDP.	None	30 minutes	OIC-Division Chief-FMD
	1.9 Reviews and Approves the WFP and MDP	None	1 working day	Regional Director/OIC of the RD, if unavailable
	1.10 Receives the approved WFP; route to the records section for submission at the Central Office and file the second copy.	None	30 minutes	Administrative Assistant staff
	1.11 Receives the memorandum/ request for a copy of the annual WFP and MDP and forward to the Head of the Budget Section/OIC.	None	5 minutes	Administrative Assistant staff
	1.12 Photocopy and provides copy of the WFP and MDP of the requesting section.	None	5 minutes	Administrative Assistant staff

Feedback and complaints mechanism

How to send feedback	Accomplish	feedback/
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	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

45. Participate in Budget Hearing

Office or Division:		Budget Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Budget- Central Office/FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for the attendance to the budget hearings through issuance of memorandum		N/A		
Client steps	Section's Actions	Fees	Processing	Persons

		to be paid	time	Responsible
Request attendance to the Budget Hearing through issuance of memorandum	1.1 Prepares/ Coordinate with the section/division for the necessary documents.	None	1 working day	Technical Staff
	1.2 Reviews the documents/reports and Coordinates with the planning section	None	1 working day	Head of the Budget Section
	1.3 Participate in executive meeting prior the budget hearing.	None	1 working day	Head of the Budget Section
	1.4 Assists the regional director in the budget hearings	None	4 working days	Head of Budget Section
	1.5 Return back to station and incorporate updates or changes if any	None	1 working days	Head of the budget section/Technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of			

	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

46. Inputs to Project Proposals and Purchase Request

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Purchase Request and Project Proposals with PPMP.	To be submitted by the end- user(copies available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Forward the Purchase Request (PR) and Project Proposal (PP) to Budget Section for earmarking	1.1 Receives PR and PP and logs in the incoming logbook.	None	5 minutes	Administrative Assistant staff
	1.2 Reviews the Project Proposal and Purchase Request if it is within the cost parameters and indicate the fund source and object code in the PP/PR.		25 minutes	Technical Staff
	1.3 Places initial for the Head of Budget Section			
	1.4 Makes final review and signs the	None	5 minutes	Head of the Budget Section for the Regular

	PP/PR			Programs and Technical staff for the Special Programs/ OIC for the regular programs in case the Head of the Budget Section is on leave and OIC, Technical staff for the special programs
	1.5Logs in the out-going logbook the certified PP/PR and route.	None	5 minutes	Administrative Staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40

	North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph
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47. Processing of Obligation Request and Status/Budget Utilization Request and Status (Payroll/Travelling Expenses/ Bills/ Purchase Orders)

Obligation - are liabilities legally incurred and committed to be paid for by the government either immediately or in the future

Office or Division:		Budget Section		
Classification:		Simple/complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users,; Section, Divisions		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Obligation Request and Status/Budget Utilization Request and Status with the supporting documents for payment.		To be secured by the administrative staff from the available and/ or active file of the Budget Section.		
Verbal/Written request for the ORS/BURS copy.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Forwards/Submits the ORS/BURS with its supporting documents/Coordinate/ Requests copy of the ORS/BURS.	1.1 Receives and records in the incoming database and forwards to the concern staff.	None	10 minutes	Administrative Assistant Staff
	1.2 Checks and ensures availability of allotment and check completeness of the supporting document of the ORS/BURS.	None	20 minutes Note: turn-around time depends if the allocation is available// approval of modification/reallocation.	Technical/ Administrative Staff

	1.3Assigns serial numbers, date, fund cluster, Responsibility Center; P/A/P code, Object Code and fill-out the Status of Obligation/Utilization of the ORS/BURS respectively.	none	5 minutes per transaction	Technical/ Administrative Assistant Staff
	1.4 Encode details of the ORS/BURS in the google sheet and forward the ORS/BURS to the Head of the Budget Section for the regular Program and Administrative Officer IV for the Special Project/Programs/ OICs	None	5minutes per transaction	Technical/ Administrative Assistant Staff
	1.5 Makes final review and certifies as to availability of allotment and obligated for the purpose	None	5 minutes	Head of Budget Section or OIC if the on leave
	1.6 Records the ORS/BURS in the Data Tracking System	None	5 minutes	Administrative Assistant Staff
	1.7Logs in the outgoing logbook and route to the accounting section.	None	5 minutes	Administrative Staff
	1.8Receives request for the copy of the ORS/BURS from the other section/division.	None	2 minutes	Administrative Staff
	1.9Photocopy the ORS/BURS and provide the copy.	None	5 minutes	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

48. Prepare and facilitate request for Fund Modification/Reallocation

Modification- refers to the change in the details within an existing P/A/P as to Purpose or object code under the direct release Fund provided that changes in amount will not exceed the original amount appropriated.

Reallocation - refers to the change in the details within an existing P/A/P as to purpose or object code under the centrally managed fund provided that changes in amount will not exceed the original amount appropriated.

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Other sections, Division, Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request to reallocate/Modification		To be submitted by the fund controllers. To be secured by the fund controllers from the available and/ or active file of the Budget Section.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Submit Request or coordinate to Budget Section	1.1 Conduct analysis of available funds to determine if request for modification and/ request for reallocation is needed. 1.2 Drafts requests for reallocation/modification and forward to the Head of Budget Section.	None	20 minutes	Technical Staff

	1.3 Makes final review and endorsed the request.	None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.4 Reviews and signs the request.	None	5 minutes	OIC-Division Chief, FMD
	1.5 Reviews and approves the request	None	1 day	Regional Director/OIC of RD, if unavailable
	1.6 Scan signed request and submit to the OBSU's concerned..	None	10 minutes	Technical staff
	1.7 Forward the requests to the records section for submission at the Central Office and file the 2 nd copy.	None	10 minutes	Administrative Assistance Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

49. Prepare and facilitate request for Fund Augmentation/SAA

Fund Augmentation is requested if there's no available/insufficient allocation and/no available allocation to be modified/reallocated.

SAA is an acronym for the Sub-Allotment Advice.

Office or Division:	Budget Section
Classification:	Simple

Type of Transaction:		G2G- Government to Government		
Who may avail:		Other Section, Division, Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for fund augmentation/SAA		To be submitted by the fund controllers.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Submit Request or coordinate to Budget Section	1.1 Receives request from program focal on unfunded activities that needs to be conducted.	None	5 minutes	Administrative Assistant staff
	1.2 Conduct the analysis of available funds to determine if request fund augmentation is needed.		15 minutes	Technical Staff
	1.3 Drafts request and forward to the Head of Budget Section		10 minutes	Technical Staff
	1.4 Makes final review; affix initial in the request and signs SAOB	None	10 minutes	Head of Budget Section or OIC if the Head is unavailable
	1.5 Review and affix initial in the request.	None	5 minutes	OIC-Division Chief, FMD
	1.6 Review and approves the Request	None	1 working day	Regional Director/ OIC if the RD is unavailable
	1.7 Receives/log in the out-going logbook the approved request; route to the records section and	None	10 minutes	Administrative Assistant Staff

	file the 2 nd copy			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

50. Preparation and submission of Statement of Allotment, Obligations Incurred and Balances:

SAOIB-acronym for the Statement of Allotment, Obligations Incurred and Balances.

-Monthly reports submitted to the Central Office for every fund clusters.

Office or Division:	Budget Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Budget-Central Office, Section, Division			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request for the submission of the Statement of Allotment, Obligations Incurred and Balances.	To be secured by the administrative staff from the available and/ or active file of the Budget Section			
Request copy of the SAOIB to be posted in the transparency seal/for references.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

Request for the submission of the report through the issuance memorandum/ request copy of the SAOIB to Budget Section	1.1 Create Registries of Allotment, Obligations (RAO) Incurred and Balances and Disbursement per P/A/P and Allotment Class.	None	3 working days	Administrative Assistant /Technical Staff
	1.2 Encode the processed ORS/BURS in the google sheet – logbook of the RAO.		5 minutes per transaction	Administrative Assistant/Technical staff
	1.3 Post in the RAO the Allotments, Obligations Incurred and adjustments from the google sheet.	None	5 minutes	Administrative Assistant/Technical staff
	1.4 Check completeness and correctness of transactions posted in the RAO vis-a-vis the SAOIB	None	5 hours	Technical Staff
	1.5 Print and forward the SAOIB and affix initial on the report		5 minutes	
	1.6 Makes final review and signs the report	None	10 minutes	Head of Budget Section or OIC if the Head of Budget Section is unavailable
	1.7 Submit electronic copy of the report to the Central Office	None	5 minutes	Technical staff
	1.8 Reviews and affix initial on the prepared transmittal	None	5 minutes	OIC-Division Chief, FMD
	1.9 Reviews and	None	1 working	Regional

	approves the report		day	Director/OIC if the RD is unavailable
	1.10 Receives the approved report and route to the records section for submission to the Central Office and file the 2 nd copy of the report	None	10 minutes	Administrative Assistant Staff
	1.11 Log in the out-going logbook and provide the copy of the SAOB to the requesting section/division.	None	5 minutes	Administrative Assistant staff
	1.12 Scan the SAOIB and submit to the MAA for the transparency seal	None	15 minutes	Technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

51. Preparation and submission of Monitoring Report required by Central Office

Monitoring Report-this is submitted on a monthly basis to monitor status of activities reflected in the WF, MDP, Obligations, Paid Obligations and Unobligated Balances.

Office or Division:	Budget Section
Classification:	Complex
Type of Transaction:	G2G- Government to Government

Who may avail:		FMS, Other Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Central Office/.		To be secured by the technical staff from the available and/ or active file of the Budget Section		
Written Request for the copy				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of the report though the e-mailed memorandum/ Request copy of the report	1.1 Extract data from the SAOIB, RAOD, WFP and MDP	None	5 minutes	Technical Staff
	1.2 Prepares the monitoring report by posting the WFP, MDP, Actual Obligations, Status of unobligated balances and paid obligation and Coordinate with the program focals.		1 working day	Technical/ Administrative Assistant
	1.3 Consolidate and review the submitted monitoring report for consolidation	None	1 working day	Technical staff
	1.4 Makes final review of the monitoring report.	None	4 hours	Head of Budget Section
	1.5 Submit the electronic copy of the monitoring report to the Central Office	None	5 minutes	Technical staff
	1.6 Reviews and signs the	None	10 minutes	OIC-Division

	report			Chief, FMD
	1.7 Reviews and approves the report.	None	1 working day	Regional Director/OIC if RD is unavailable
	1.8 Receives, logs in the report, route to the record section for submission to C.O and file 2 nd copy of the report.	None	10 minutes	Administrative Assistant Staff
	1.9 Provides electronic copy to the requesting section/division	None	10 minutes	Technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

52. Preparation and submission of NDRRMC and QRF Report:

NDRRMC- acronym for the National Disaster Risk Reduction and Management Council

QRF-acronym for the Quick Response Fund

NDRRMC and QRF report- a monthly report submitted at the Central office in monitoring the status of all disaster related funds.

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Central office, Other Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the regional Director of the FMS.		To be secured by the technical staff from the available and/ or active file of the Budget Section.		
Written request				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request submission of the report though issuance of memorandum/Request copy for reference	1.1 Receives the memorandum 1.2 Prepare the NDRRMC and QRF report and places initial under the Head of the Budget Section. 1.3 Forwards the report for further review to the Head of the Section	None	30 minutes	Technical Staff
	1.4 Makes final review and signs on the designated area	None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.5 Reviews and signs the report	None	1 day	Regional Director/OIC of the RD, if unavailable
	1.6 Receives approved report, route to the record section and files the approved reports.	None	10 minutes	Administrative Assistant Staff

	1.7 Provides electronic copy of the report to the requesting section/division	None	5 minutes	Technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

53. Preparation and submission of IMP Report:

IMP acronym for the Integrity Management Program.

IMP report- is a quarterly report submitted to the Regional Director through the Management Audit Analyst.

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		External/Internal Auditors		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the regional director		To be submitted to the MAA.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of the report though the	1.1 Receives memorandum and forward to the Head,	None	5 minutes	Administrative Assistant/Section Clerk

issuance of memorandum or coordinate to Budget Section	<p>Budget Section or the OIC.</p> <p>1.2 Provides/Fill-out the remarks/updates portion of the IMP template 6 and print the draft IMP.</p> <p>1.3 Forwards the IMP report to the Administrative Officer V</p>		30 minutes	Technical staff
	1.4 Makes final review and signs on the report.	None	5 minutes	Head of Budget Section or OIC if the Head is unavailable
	1.10 Reviews and signs report	None	5minutes	OIC-Division chief, FMD
	1.11 Receives the approved report and file the second copy of the report.	None	2minutes	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph.			

54. Preparation of the RBUD and the BFAR 6

BFAR 6- is the Statement of Approved Budget, Utilization, Disbursements, and Balances for Trust Receipts. This report is submitted to the Central Office in a quarterly basis.

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Other Section/Division			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Memorandum from the Regional Director of FMS	To be submitted to the accounting section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of BFAR 6	1.1 Create the Registry of Budget Utilization and Disbursement per trust account.	None	4 hours	Technical staff
	1.2 Encode in budget amount, utilization and adjustments in the google sheet	None	5 minutes	Administrative Assistant/Technical staff
	1.3 Post in the RBUD the budget amount, utilization and adjustments from the google sheet	None	5 minutes	Technical staff
	1.4 Post the budget amount, utilization and adjustments in the BFAR 6	None	10 minutes	Technical staff
	1.5 Check completeness and correctness of data posted in RBUD vis-à-vis the BFAR	None	20 minutes	Technical Staff

	1.6 Forward the report to the Accounting section	None	2 minutes	Technical Staff
	1.7 Reconciles the budget Amount and adjustments with accounting data	None	15 minutes	Technical Staff
	1.8 Requests for the approved report and file the photocopy of the report.	None	5 minutes	Technical /Administrative Assistant Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

55. Posting of the Budget and Financial Accountability Reports through the Unified Reporting System of DBM

BFAR-acronym for the Budget and Financial Accountability Report and are submitted in a Quarterly basis.

BFAR 1(Appendix 17)- is the Statement of Appropriations, Allotments, Obligations, Disbursements and Balances

BFAR 1A-(Appendix 18)- is the Summary of Appropriations, Allotments, Obligations, Disbursements and Balances by Object of Expenditures

Unified Reporting System - is a facility from the Department of Budget and Management for online data entry and submission of the various reports required from National Government Agencies and its Operating Unit.

Office or Division:		Budget Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Budget –Central Office and Accounting Section		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of FMS		To be submitted to the Central Office.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of BFARs through the URS	1.1 Receives memorandum.	None	3hours	Technical staff
	1.2 Reconciles appropriations, adjusted appropriations, allotments, adjusted allotments and obligations with the budget-CO FARs			
	1.3 Post the obligations in the system and click "save" button.		3working days	
			NOTE: the turn-around time depends on how the URS functions	
	1.4 Inform the budget-C.O that obligations were encoded.		2 minutes	
	1.5 Coordinate with the accounting section for the encoding of the disbursement in the system.		5 minutes	
	1.6 Click the review button.		1minute	

	1.7 Request for the approved report generated from the URS and file the photocopy of the report.	None	5 minutes	Technical/ Administrative Assistant Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section			
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph			

56. Receiving and recording of NCA/NTA to CAUMS

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
	1. NCA/NTA- DBM/CO			
NCA/NTA	To be submitted by the end user/ process owner			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit NCA/NTA to Cash Section	1.2Receives NCA/NTA and logs in the DTS or logbook 1.3Checks and reviews NCA/NTA	None	5minutes	Administrative Staff
	1.3Logs and records NCA/NTA in the CAUMS and Copy furnish NTA/NCA to the concerned program and Commission on Audit (COA), use the file copy as receiving copy and file to its corresponding file folder.	None	15 minutes	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

57. Balancing of Cash Status and forwarding of Obligation Request Status

[illegible]

	balance			
	<p>1.3. If not tally: Check the unbalance amount inform the staff concerned to do the necessary adjustment (if wrong advice, inconsistent amount on DV and check/LDDAP-ADA/ wrong input to CAUMS)</p> <p>If tally: Print the Status of Cash Allocations, Utilizations and Balances, RCI and submit to Cashier together with the received Summary of LDDAP-ADA and ACIC</p>	None	1hour	Administrative Staff
	<p>1.4. Review and verify if balance; if with correction return for adjustments and Take effect the adjustments and return to cashier</p>	None	30mins	<p>Cashier or OIC if the latter is not available</p> <p>Administrative Staff</p>

	1.5. If no correction: Compile as basis for preparation of monthly report. After balancing, export RCI from CAUMs to excel format then check if the collected updated BURS/ORS. is complete before forwarding to Budget section for their reference. Transmit to Budget the updated ORS/BURS	None	15mins	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

58. Technical assistance for pay out

Office or Division:		Cash Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for technical assistance and schedule of pay out		1. SPECIAL ORDER (SO)/ TRAVEL ORDER (SO) - personnel section 2. CHECKS- LBP 3. LDDAP-ADA- Acctng Section/GAM 4. AUTHORIZATON LETTER form- MSWDO or Barangay Office (format) 5. AVAILABLE CHECKS/ADA for pay-out- Cash Section To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Coordinates pay out schedule to Cash Section	If staff has SO to augment pay-out of other program: 1. Designate staff for pay-out 2. Prepare TO/SO of staff assigned to augment during pay-out 3. Gather all the available checks/ADA for the identified province for distribution. 4. During pay-out, see to it that the payee is the one who receives the check or if not with authorization letter and with valid ID. Ensure that all requirements/d ocuments is	None	5 minutes 30 minutes 5-7 days (includes travel day) 2 hours	Administrative Staff Administrative Staff Administrative Staff Cashier/ Administrative Staff

	complete before going back to FO for complete liquidation			
	5. Return the liquidated documents to program for their checking or for liquidation report for submission to acctg section and turn-over the documents of the checks released to the staff in charge.		1 hour	Cashier/ Administrative Staff
	6. Prepare feedback report and submit to immediate supervisor. Furnish copy to program augmented for pay-out		4 hours	Cashier/ Administrative Staff
	If staff will distribute checks: 1. Inventory the available/unrele ased checks, and identify the province with most and needed to distribute the checks then schedule for pay-out or inform the payee/end-user 2. Make Proposal	None	2-3 hours	Administrative Staff Administrative

	of schedule for the checks for distribution at areas		1 hour	Staff
	3. Communicate with the area if they are available on propose schedule		1 hour	Administrative Staff
	4. If the schedule is fixed, discuss w/ the Immediate supervisor		10 minutes	Administrative Staff
	5. Designate staff for pay-out		5 minutes	Cashier
	6. Prepare TO/SO of staff assigned to augment during pay-out		5 minutes	Administrative Staff
	7. Confirm to the area the date of pay-out and request for vehicle at GSS. Prepare Travel Order/SO		30 minutes	Administrative Staff
	8. Verify and initial the prepared TO then forward to cashier		3 minutes	Administrative Staff
	9. Sign for recommending approval		3 minutes	
	10. Forward he SO/TO prepared for approval to FMD/ARD/RD		2 minutes	Cashier Administrative Staff
	11. During pay-out, see to it that the payee is the one who receives the check or if not with authorization letter and with		5-7 days (includes travel day)	Cashier/ Administrative Staff

	valid ID. 12. Ensure that all requirements/documents is complete before going back to FO for complete liquidation and to avoid unsubmitted DV's to COA		1day	Cashier/ Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

59. Processing of approved Disbursement Vouchers (DV):

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
DV and complete attachments	1. DV- Accounting Section/ GAM 2. LDDAP-ADA - Accounting Section/ GAM 3. CHECKS – LBP To be submitted by the end user/ process owner

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit DV to Cash Section	<p>1. Receives DV and Check if all the DVs were signed then received from DC's by signing the logbook. Segregate if for check or LDDAP-ADA payment then sort per PPA. If for LDDAP-ADA, forward the sorted DV's to accounting while DV's for check, give to concerned staff for their processing.</p>	None	30 seconds per DV (depends on the bulk of DV)	Administrative Staff
	<p>2. Preparation of Check and Encoding to CAUMS:</p> <p>2.1 Gather all DV's for check. Encode payee, amount, check number, & object code to check template Review all entries if correct then print check with 2 duplicates. Separate and gather the 2nd copy of check then forward to staff in-charge for preparation of Advice. Write the check number to DV and separate Accounting file copy and COA copy. Attached the check and 1 duplicate copy</p>	None	11 minutes per check	Administrative Staff

	<p>to COA copy and 1 duplicate copy to accounting to copy</p> <p>Separate the updated</p> <p>2.1 ORS copy of budget for forwarding to staff assigned for the day. Encode the processed payment to CAUMS with proper charging. Update the data tracking system. Forwards the COA copy to Cashier .</p>			
	<p>3. Signing of Checks:</p> <p>Review if the details on check like name of payee, amount in figures and in words, date is tally with the details on DV.</p> <p>3.1 If no correction, sign the check but if with correction, return to the staff concern for corrections.</p> <p>3.2 If with correction, concerned staff will do the necessary correction and return to cashier for signing.</p> <p>4. After signing, cashier will put the signed check to the outgoing tray. Staff in charge for routing will review if all checks were signed by the cashier before forwarding to 2nd signatory.</p>	None	5 minutes	Cashier or OIC if the latter is not available
	<p>5. Receiving of signed checks:</p> <p>5. 1Review all the checks received with complete signatures. Sort checks per PPA and file to its</p>	None	8 minutes	Administrative Staff

	corresponding PPA code.			
	5.2 Inform the payee/end-user that their check is available			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

60. Collection of cash

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Cash		1. OFFICIAL RECEIPT – National Printing Office (NPO) 2. Cash Receipts Record - GAM To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits, surrenders, cash to	1.1. Receives cash and Issue official receipts upon	None	10 minutes	Administrative Staff

Cash Section	<p>receive of payment cash or check; review the issued OR Turn-over the collection together with the issued OR to AA in-charge of collection report. Checks and Counts the submitted cash and check collection if tally with the issued OR</p>			
	<p>1.2. Recording and deposit of turned-over collection:</p> <ul style="list-style-type: none"> a) Encode the OR#, date, name of payee, particulars and amount in the database for monitoring & reporting purposes. b) Prepare List of Collection and deposit/on-call slip then forward to Cashier the summary list of collection for signing . c) Check & verify before signing d) Check if with complete signature then attached the collection before turn over to staff in charge for ban transaction. e) Deposit to bank and before leaving bank, counter check submitted bank transactions if complete then 	None	4 hours & 30 minutes	Administrative Staff

	<p>turnover to AA</p> <p>f) Check if the validated deposit is same with the amount and complete before compiling for reporting. Every end of the month, review if there is no correction, adjustment before printing. After finalizing, email soft copy to Accounting section for the financial reporting.</p> <p>g) Print then countersign under the name of cashier then forward to cashier. Review and certify the give back to AA for filling.</p>			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

61. Preparation of RADAI and RCI:

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Records, data and information for the past transaction		1. RADAI/ RCI - GAM To be accessed by the end user/ process owner through records, database and network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request for RADAI and RCI through a memorandum	<u>Preparation of RADAI and RCI:</u> 1. From CAUMS, Print Reports Entry then Check Disbursement Record (CDR), convert, enter the account number of the report then specific date. Export to excel the CDR. Filter data needed for RADAI (LDDAP-ADA) and RCI (checking) and sort per date and per number. 2. From CDR copy the details needed to RADAI/RCI date, check/LDDAP-ADA number, DV #, ORS/BURS #, payee, object code, nature of payment and amount after	None	4hours	Administrative Staff

	cut-off or end of the month " 3. Review then print and forward to cashier to signing 4. Check and review before signing for certification then forward to AAs/AO 5. Submit to accounting on or before 10th of the following month and file the file copy			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

62. Processing of bonded public employees for new entry or renewal:

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Request letter		<ol style="list-style-type: none"> 1. SPECIAL ORDER – Personnel Section/ Cash Section 2. GENERAL FORM 57(A) – Bureau of Treasuy 3. GENERAL FORM 58(A) - Bureau of Treasuy 4. CHECKS – LBP 5. DV – GAM/Accounting Section 6. LIST OF BONDED PUBLIC OFFICER – Cash Section 7. CONFIRMATION LETTER - BTR <p>SALN – Personnel Section</p> <p>Generic request may be submitted</p>		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for processing of bond or renewal of processing of bond	Processing of Bond:	None	2 minutes	Administrative Staff
	1. Prepare an issuance of Special Order request for the designated Special Disbursing Officer from the HRMDD.		2 minutes	Cashier or OIC if the latter is not available
	2. Sign the request of Special Order for the designated employee then forward to HRMDD for their action.		2 minutes	Administrative Staff
	3. If S.O. is already approved, For New: Prepare 3 copies of General Form 57(A) & 58(A) printed in legal		5 minutes	Administrative Staff

	<p>paper.</p> <p>4. Route General Form 58(A) to the designate second Level employees. Let the employee fill up the given General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.</p> <p>5. For Renewal: Prepare 3 copies of General Form 57(A) only.</p> <p>6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.</p> <p>7. For New: Gather General Form 58(A) from the second level employees. Check if the form is properly filled up then return if with corrections.</p> <p>8. For New: Route General Form 57(A) & 58(A) for signature.</p> <p>9. For Renewal Route General Form 57(A) only for signature.</p> <p>10. Collate the latest SALN (3copies) to the Personnel Admin Section.</p> <p>11. For New:</p>		<p>2 minutes</p> <p>10 minutes</p> <p>20 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>1 minutes</p>	<p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p>
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	<p>Prepare 5 copies of List of Bonded Public Officers reflecting the Amount of Accountability.</p> <p>12. Route for signature/approval.</p> <p>13. For Renewal: Compute the Bond Premium according to the corresponding Amount of bond by the Special Disbursing Officer. Then prepare 5 copies of List of Bonded Public Officers</p> <p>14. Route for signature/approval.</p> <p>15. Review and verify before signing then forward to ARDA for approval.</p>		<p>5 minutes</p> <p>10 minutes</p>	<p>Administrative Staff</p> <p>Administrative Staff</p>
	<p><u>Payment of Bond:</u></p> <p>1. Prepare Disbursement Voucher and Obligation Request and Status and attach the List of Bonded Form (2 copies) and approved S.O then float for processing of payment.</p>		<p>10 minutes</p> <p>3 minutes</p>	<p>Administrative Staff</p> <p>Administrative Staff</p>

	<p>2. Process obligation and for payment</p> <p>3. OBR, process check for payment.</p> <p>4. For New: If checks is already ready for payment, submit General Form 57(A) & 58(A), 3 copies of SALN, 3 copies of List of Bonded Officers & copy of S.O. for SDOs together with the payment to the Bureau of the Treasury before 10:30 am.</p> <p>5. For Renewal: If checks is already ready for payment, submit General Form 57(A) only, 3 copies of SALN, 3 copies of List of Bonded Officers, & the previous confirmation letter will be attached instead of S.O of SDO's. together with the payment to the Bureau of the Treasury before 10:30 am.</p> <p>6. Upon reviewing the completeness</p>		<p>1-3 hours</p> <p>10 minutes</p> <p>30 minutes</p> <p>Not applicable</p> <p>Not applicable</p>	<p>Administrative Staff</p> <p>Administrative Staff</p> <p>Administrative Staff</p> <p>Not applicable</p>
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	<p>of the documents by the Bureau of the Treasury will give instructions and Authority to accept payment slip.</p> <p>7. Then deposit the check payment for the Bureau of the Treasury to their depository Bank. Note that for New SDOs the effectivity date of their Bond is the date of payment done at the Bank while for the Renewal SDOs is the date when they was previously bonded.</p> <p>8. Upon validation of deposit slip by the bank, return to the BTr and submit a copy of validated deposit slip.</p> <p>9. Receive 2 copies of confirmation letter of the Bonded Officers from the BTr.</p> <p>10. Transmit a copy of confirmation letter to COA and the receiving copy is for filing</p>		<p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p> <p>5 minutes</p>	<p>Not applicable</p> <p>Not applicable</p> <p>Administrative Staff</p>
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Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

63. Preparation of Summary List of Checks Issued and Cancelled:

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	RPMO
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Request letter	1. RADAI – GAM 2. LDDAP-ADA – GAM 3. RCI - GAM

		Generic request may be submitted		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request for summary of list of checks	<u>Preparing Report on Issued Checks and ADA:</u> <ol style="list-style-type: none"> 1. From CAUMS. Extract Check Disbursement Record to excel type and so with Report of Program, Activity and Project of SLP and PAMANA 2. Prepare Excel Spreadsheet of RCI & ADA 3. From extracted CDR & PPA, copy paste the data needed to spreadsheet like, date of disbursement, payee, particulars and amount. 4. Proofread the report before sending to the provinces and RPMO. 5. Copy furnish thru email to be sent at RPMO, Provincial Coordinators and AA's of the respective provinces. 	None	1hr	Administrative Assistant
Feedback and complaints mechanism				

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

64. Preparation of Advice on checks issued and cancelled (ACIC):

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Process owners/ end users / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Disbursement Voucher (DV) with complete attachments	1. CHECKS – LBP 2. DV – GAM/ Accounting Section May be downloaded from the network shared folder			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits DV and attachment for summary of list of checks	<u>Encoding of ACIC to e-MDS</u> 1. Gather and arrange all 2 nd copy of check received per series for preparation of Advice on Checks	None	2-3 hours	Administrative Assistant

	<p>Issued and Cancelled</p> <ol style="list-style-type: none"> 2. Encode the forwarded 2nd copy checks on e-MDS ACIC 3. After encoding, review and check if the amount, spelling of name of payee and total of ACIC is same with total of DV. 4. If with correction, return to in charge staff for correction. 5. Retrieve the check and DV and review and effect correction, replace the spoiled check and return for ACIC. 6. If correct, forward to cashier for approval & print 2 hard copies of ACIC and sign then attached the encoded 2nd copy to the Bank/BTR copy. 7. Forward to cashier the hard copy of 			
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	balancing and for filling.		5 minutes	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

65. Preparation of payroll registry:

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal and external auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form	1. DV – GAM/ Accounting Section 2. LDDAP-ADA - GAM/ Accounting Section May be downloaded from the network shared folder. Any request in a form of memorandum			
Client steps	Section's Actions	Fees	Processing	Persons

		to be paid	time	Responsible
1.	Approval of payroll registry: 1. Check and review before signing/certify	None	10 minutes	Cashier or alternate if the latter is not available
	2. Forward to 2 nd signatory for signing/approval		2 minutes	Administrative Staff
	Receiving of Signed/Approved Payroll Registry: 1. Received and review if payroll registry is completely signed then attached to its corresponding LDDAP-ADA for submission to bank	None	5 minutes	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section			
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

66. Preparation of Learning Administration and Management during the IDCBA:

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		IDCBA - PPD May be downloaded from the network shared folder. Any request in a form of memorandum		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for assistance during the IDCBA activity	1.1 Receives request and logs in the Data Tracking System or logbook	None	8hrs	Technical Staff
	1.2 Checks, reviews, and verify request			
	1.3 Prepares program or inputs on the program of the IDCBA activity and submit to supervisor			
	1.4 Reviews, certifies and signs the program	None	10mins	Head of Cash Section or OIC if the latter is not available
	1.5 Logs and records form and routes to client	None	5mins	Administrative Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

67. Processing of Referral of Endorsed Cases form Provincial Operational Office:

Office or Division:	Pantawid Pamilyang Pilipino Program			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Referral letter and supporting documents	Not applicable (Generic request may be used by the requesting staff)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.8 Receives request from the POO.	None	1 day	Technical Staff
	1.9 a) Convenes technical working group for further review and documents proceedings and discussion of	None	2 days	Technical Staff

	the endorsed cases			
	b) If technical working group is not needed, proceed to the next step			
	1.10 If eligible for referral for further action, drafts referral letter and counter-signs on the referral letter.	None	1 day	Technical Staff
	1.11 a) Counter signs on the referral letter within the agency	None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.12 Routes the referral letter to the Regional Director Records Section	None	1 day	Administrative Staff
	1.13 Signs the Referral letter or places additional instruction to be accomplished	None	5 hours	Administrative Staff
	1.14 Routes to the RPC	None	5 hours	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Pantawid			

	Familyang Pilipino Program RPMO Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Pantawid Familyang Pilipino Program RPMO Section
Complaint/s through 8888 Desk/ Hotline	Head of the Pantawid Familyang Pilipino Program RPMO Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

68. Submission of Reports to CWC:

Office or Division:		RSCWC		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff (CWC is currently hiring an admin staff for the regions)
	1.2 Logs and records request	None	1 hour	Administrative Staff
	1.3 Gather data and information (this includes writing the RSCWC members for submission of their report)	None	10 days	Technical staff

	1.4 Conducts inventory or consolidates report	None	2 days	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to ORD	None	5 hours	Technical/ Administrative staff
	1.7 Submits to CWC	None	1 hour	Technical/ Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCWC Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RSCWC			
Complaint/s through 8888 Desk/ Hotline	Head of RSCWC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

69. Formulation of Work and Financial Plan:

Office or Division:		RSCWC		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits request to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Gather data and information (includes requesting member agencies to provide inputs)	None	10 days	Technical staff
	1.4 Drafts Work and Financial Plan (WFP)	None	1 day	Technical staff
	1.5 Proof reads and signs WFP and routes to ORD	None	5 hours	Technical/ Administrative staff
	1.6 Submits WFP to CWC	None	1 hour	Technical/ Administrative staff
Feedback and complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCWC	
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of RSCWC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through			

	email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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70. Preparation of Project Proposals for funding:

Office or Division:		RSCWC		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Gathers data and information (includes identifying agencies with possible funding)	None	8 days	Technical staff
	1.4 Drafts Project Proposal (PP)	None	5 hours	Technical staff
	1.5 Proof reads and signs PP and submits to ORD	None	5 hours	Technical/ Administrative staff
	1.6 Routes signed proposal to member agencies and CWC	None	2 days	Technical/ Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCWC			
How complaint is	Any complaint written, through private message, text			

addressed	or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCWC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

71. Implementation of grievance machinery:

Office or Division:		RSCWC		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Complaints form written and non-written form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
6. Submits complaints to RSCWC	1.4 Receives request	None	1 hour	Administrative staff
	1.5 Logs and records request	None	1 hour	Administrative staff
	1.6 Submits to the Office of the Regional Director (RD) for action	None	5 hours	Administrative staff
7. Submits complaints with marginal note of the RD to file LOE or	2.1 Receives complaint, and drafts Letter of Explanation (LOE) to the concerned MOA staff	None	1 day	Technical staff

SCO	2.2 If the staff is permanent, drafts Show Cause Order (SCO) to the concerned staff			
	2.3 Routes to the concerned Division Chief for signature	None	1 day	Administrative staff
8. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	None	1 day	Administrative staff
	Reviews responses and prepares recommendation	None	1 day	Technical staff
	Submit recommendation to the Division Chief	None	5 hours	Technical staff
	Submit recommendation to RD	None	5 hours	Concerned Division Chief
9. Submit approval, dis-approval or order of the Regional Director	Receives approval	None	1 hour	Administrative staff
	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
10. Implements recommendation by the committee	If staff is decided to undergo a progressive disciplining, refer to HRWS all related documents with transmittal for processing	None	1 day	Technical staff
	If complaint has no basis based on deliberation then draft notice of	None	1 day	Administrative staff

	dismissal of grievance			
	Routes Notice of Dismissal of Grievance to RAMS	None	1 day	Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCWC			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of SLP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

72. Conduct of inventory of food, non-food, food supplies, office supplies, equipment, and laundry supplies:

Office or Division:		Reception and Study Center for Children (RSCC)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1.1 Prepare things need for the conduct of the inventory	None	5 minutes	Administrative Staff

	1.2 Request for assistance of a co-worker verbally	None	2 minutes	Administrative Staff
	1.3 Conduct actual inventory of goods	None	5 hours or more or less depending on the bulk of goods for inventory	Administrative Staff
	1.4 Prepare inventory report	None	5 hours	Administrative Staff
	1.5 Submit the inventory report for signature	None	2 minutes	Administrative Staff
	1.6 Reviews and signs the inventory report	None	5 minutes	Center Head
	1.7 File the signed inventory report	None	5 minutes	Administrative Staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCC
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-

	872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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73. Learning Intervention Planning and Design

a. Learning Needs Assessment (LNA)

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Fills out online form/request form with corresponding document code	1.1 Receives request and endorses to technical staff for consultation	None	1-10 minutes	Administrative staff
2. Seeks inputs/insights in the preparation of LNA	2.1. Accommodates request and provide inputs/insights to queries/questions 2.2. Provides inputs and copy of LNA samples as reference 2.3. Assist in the preparation if necessary 2.4. Reviews draft LNA prior to finalization if necessary	None	1 hour	CBS head of technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

74. Work and Financial Plan (WFP)/Institutional Development and Capability Building Activity Plan preparation

Office or Division:		Capacity Building Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fills out online form/request form with corresponding document code	1.1. Receives request and accommodates concern by providing inputs/insights to queries/questions 1.2. If technical questions arises, concerns will be endorsed to technical staff	None	15 minutes	Administrative staff	
2. Seeks further technical input	2.1. Receives concerns and provides additional	None	30 minutes	CBS head or	

in preparation of WFP/IDCBA Plan	the of	inputs/insights needed			technical staff
		2.2. Provides copy of sample/standard WFP/IDCBA plan/template for reference			Admin/technical staff
		2.3. Assists in the preparation of WFP/IDCBA plan if necessary			Admin/technical staff
		2.4. Reviews draft WFP/IDCBA plan if necessary			Admin/technical staff
Feedback and complaints mechanism					
How to send feedback	Accomplish feedback/ Complaint form of the Section				
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS				
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section				
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff				
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswd focar				

75. Institutional Development and Capability Building Proposal

Office or Division:	Capacity Building Section
Classification:	Simple
Type of Transaction:	G2G- Government to

			Government	
Who may avail:			Staff (Internal Public)	
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Request form			May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Fills out online form/request form with corresponding document code	1.1. Receives and accommodates request 1.2 Provides copy of the standard proposal template and subsequently provide input in the preparation of said document	None	1-10 minutes	Administrative staff
2. Endorses proposal for signatures	2.1. Receives proposal and endorsed to CBS head for review/inputs. 2.2. Provides comments/inputs to the proposal 2.3. Returns proposal (with comments or signed) to admin staff 2.4. Admin staff returns proposal with comments to proponent office for finalization 2.5. Logs and assigned control number to signed proposal 2.6. Endorses proposal to BAC for numbering		2 hours	Administrative staff CBS head of technical staff Admin staff
Feedback and complaints mechanism				

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswd focar

76. Instructional design/module/learning session development

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Fill out online form/request form with corresponding document code	1.1. Receives and accommodates request	None	1-10 minutes	Administrative staff
	1.1. Endorses requests to CBS head or technical staff for			

[illegible]

processed	violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

77. Learning Intervention Administration and Management

Office or Division:		Capacity Building Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fill out online form/request form with corresponding document code	1.2. Receives and accommodates request 1.3. Advise requesting party to download necessary forms through the CBS online portal resource button 1.4. If online resources are not available, they can access the forms through the CBS shared folder	None	1-10 minutes	Administrative or technical staff	
Feedback and complaints mechanism					
How to send feedback	Accomplish feedback/ Complaint form of the Section				
How Feedbacks	Feedback or complaint whenever available will be addressed and				

are processed	facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of CBS
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

78. Learning Intervention Delivery

Office or Division:		Capacity Building Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fill out online form/request form with corresponding document code	1.1. Receives and accommodates request 1.2. Advise requesting party to download necessary forms or resources through shared folder or CBS online portal resource button	None	1-10 minutes	Administrative or technical staff	
Request for learning management team (e.g. facilitator or	1.3. Receives request and endorse to concerned staff 1.4. Concerned staff reviews the request	None	30 minutes	Admin staff Technical	

SME)	1.5. Informs requesting party if request is approved or not			staff/concerned staff
Facilitates or manage the activity or the learning session	1.6. Prepares slides or presentation on assigned topic/learning session 1.7. Provides copy of the presentation or slide to the activity organizer 1.8. Present topic or facilitate the session with confidence 1.9. Request feedback/evaluation from the organizer	None	1-2 days Set schedule	Technical staff/concerned staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

79. Measurement and Evaluation of Learning

Office or Division:	Capacity Building Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Request form		May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Fill out online form/request form with corresponding document code	1.10. Receives and accommodates request 1.11. Advise requesting party to download necessary forms or resources through shared folder or CBS online portal resource button	None	1-10 minutes	Administrative or technical staff
Crafting of Evaluation forms	1.12. Receives request and endorse to concerned staff 1.13. Concerned staff accommodates request 1.14. Assist requesting party in crafting the evaluation form if necessary		30 minutes	Admin staff Technical staff/concerned staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

80. Knowledge Management

a. Good practice review and deliberation:

Office or Division:		Capability Building Section (CBS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Potential Documentation	Good Practice	May be downloaded from the network shared folder provided by the CBS.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits complete documentation for deliberation as good practice	1.1 Receives submitted GPD through email or through hard copy addressed to the KM team chairperson	None	1 day	Administrative Staff
	1.2 Records receipt of GPD in the Data Tracking System or logbook			
	1.3 Endorsed potential GPD to CBS head of technical staff for review	None	15 minutes	Admin staff
	1.4 Reviews document and identify whether it falls under GPD or success story 1.5 If document is a success story, it will be endorsed to SMU while if assessed as GP, it will be endorsed to KM Secretariat 1.6 Received potential GPD and records on logbook and includes as agenda for deliberation 1.7 Prepares notice of learning	None	1 day	CBS head Admin staff

	conversation/meeting to all KM Team members 1.8 Notifies KM team members for the scheduled learning conversation/meeting 1.9 Prepares synopsis or abstract of the GPD in preparation for the deliberation 1.10 Identifies among KM team member a lead panelist for the GPD deliberation 1.11 Sends e-copy of the GPD to all KM team members for their reference.			KM Chairperson/Secretariat Secretariat
2. Prepares GPD presentation	2.1. Receives and keeps GPD presentation during deliberation 2.2. Reproduces presentation if necessary	None	1 day	Head of Capability Section or OIC if the latter is not available or technical staff
3. Presents GPD for deliberation	3.1. Listens to the presentation of the GPD 3.2. Raises or asks questions relative to the presented GPD 3.3. Takes note of comments and inputs provided by the panel and members for consolidation	None	2 days	KM Team members KM Secretariat

	<p>3.4. on Deliberate s whether presented paper will be considere d as GPD or not. If considere d GP, subject for finalization</p> <p>3.5. Document s the proceedin gs of the deliberatio n and the learning conversati on</p> <p>3.6. Prepares memo re: consolidat ed comments for signature</p> <p>3.7. Endorses memo for signature and wait for the signed copy</p> <p>3.8. Furnishes signed memo to proponent office</p>			
	<p>1.9. Receives final or draft of the GPD</p> <p>1.10. Proofread s GDP as to its complianc e to earlier</p>		15 days	<p>KM Secretarial</p> <p>TWG on good practice documentation</p>

	comments and findings 1.11. If no additional comments , packages the GPD to its final form 1.12. Prepares memo of submission of the GPD for signature of the Regional Director 1.13. Records documents for submission to SWIBD prior to endorsement 1.14. Submits GPD to SWIBD via email and Records Section			
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Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff

Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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81. Conference Room Utilization

Office or Division:	Capacity Building Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Reservation Form	May be downloaded from the network shared folder. The form can also be filled out directly at the RLRC.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Resonsponsible
1. Fills-out online or reservation form and submit to RLRC. Calls for reservation	1.1 Receives request through different mode (online, call, form) and process request 1.2. Reviews request based on the availability of the conference hall 1.3.Provides feedback to requesting party whether request is approved or disapproved	None	30 minutes	Librarian/Admin. Staff
2. Register at the receiving area and proceeds to the conference hall	2.1. Assist clients of possible logistics needs (e.g. projector etc.)	None	5 minutes	Librarian/Admin. Staff
5. Logs out and surrenders any borrowed materials from the RLRC	1.3 Clears user/patron/client on the use of the conference hall	none	5 minutes	Librarian/Admin. Staff
Feedback and complaints mechanism				
How to send	Accomplish feedback/ Complaint form of the Section			

feedback	
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Librarian and the Head of Capacity Building Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Capacity Building Section Head.
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

82. Library Service Orientation

Office or Division:	Capacity Building Section				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Staff (Internal Public)				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
None	Clientele/patrons proceed directly to the conference room for the orientation.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Resonsponsible	
1. Fills out online form or request form and submits request	1.1. Receives and accommodates request online or personal submission of request form 1.2. Logs request using online tracking or logbook 1.3. Endorses requests to CBS head for approval 1.4. Approves or disapproves	None	1 hour	Admin staff	

	request			
2. Confirms date of booking	2.1. Informs requesting party of the status of request. If approved, confirms booking			
3. Attends and register for the orientation	3.1. Assists client/patron to the conference hall 3.2. Delivers and discusses presentation 3.3. Answers possible questions and queries 3.4. Exposes client to simulation and a quick tour to the library services 3.5. Thanks client for their active participation 3.6. provides promotional materials to clients	None	Based on set time (1-2 hours)	Librarian / CBS Head
4. Provides copy of evaluation report	4.1. Receives copy of the evaluation report	none	10 minutes	Librarian/Admin staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Librarian and the Head of Capacity Building Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Capacity Building Section Head.			
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No.			

DSWD FO-CAR	40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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83. Provision of technical assistance in case management to the center RHWG rehabilitation team/staff.

Technical assistance is a vital process in case management because it facilitates the identification of gaps, barriers, needs and solutions to address these. In the RHWG, technical assistance to the center rehabilitation team members are given in various forms such as supervisee-supervisor consultation/coaching (supervision), rehabilitation team meetings, case load inventory and learning and development sessions/activities.

Office:	Regional Haven for Women and Girls
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	Social workers/case managers, center psychologist, center nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
Checklist of Requirements:	Where to Secure:
<i>For supervisor-supervisee consultation/coaching</i>	
Social worker reports/documents (1 original copy or photocopy) Psychologist reports/documents (1 original copy or photocopy) Medical reports/documents (1 original or photocopy) Anecdotal reports/incident reports (1 original or photocopy) Center activity reports (1 original or photocopy) Other documents related to staff concern/issue (1 original or photocopy)	Social worker in-charge of the case Center psychologist for psychological/psychiatric concerns specifically on psychosocial interventions/psychological tests Center nurse for medical/psychiatric concerns specifically on intake of medications Social worker in-charge of the case Manpower development officer Social worker in-charge of the case
<i>For rehabilitation team meetings</i>	
Notice of meeting disseminated either through text messaging, social media (Messenger group chat or Facebook, etc.), or written memorandum (1 original or photocopy) Progress report of each resident including issues and concerns currently being encountered by the rehabilitation team (1 original or photocopy) Monthly anecdotal report of each resident (1 original or photocopy) Incident reports on resident/s, if any (1 original or photocopy)	Center head or social work supervisor social worker in-charge of the case, center psychologist, center nurse, house parents house parent supervisors and house parents Page 2901 of 3081 social worker in-charge of the case

Updated multi-disciplinary team intervention plan of each resident including information on the status of accomplishment (1 original or photocopy)		social worker in-charge of the case		
<i>For case load inventory (CRI)</i> (For this purpose, it is assumed that the CRI activities has been previously proposed and approved and has undergone the procurement process before its implementation.)				
Approved Regional Special Order specific to staff attendance to the CRI (1 original or photocopy)		Records Section		
Case summary reports of residents including issues and concerns currently being encountered (1 original or photocopy)		Social workers in-charge of the cases		
<i>For in-house learning and development intervention (LDI) sessions/activities.</i> (For this purpose, it is assumed that all LDI activities have been previously proposed and approved and have undergone the procurement process before their implementation.)				
Approved Regional Special Order specific to staff attendance to the LDI activity/session (1 original or photocopy)		Records Section		
Copies of documents with inputs/corrections of the supervisor/center head which are related to the LDI sessions/topics/activities (1 original or photocopy) - <i>Optional or when required by the LDI subject matter expert</i>		center rehabilitation team staff participants to the LDI activity		
Client Steps	Section Actions	Fees to be paid	Processing Time	Person /s Responsible
1. Staff raise prevalent	1.1. Center head and			Center

<p>issues/concerns being encountered in case management</p>	<p>supervisors identify the appropriate form of technical assistance to be provided to the staff to address raised issues/concerns/gaps/barriers impinging goal achievement in case management through any of the following mechanisms:</p> <ul style="list-style-type: none"> ▪ For one-on-one supervision/consultation <i>proceed to client step no. 2</i> ▪ For rehabilitation team meetings, <i>proceed to client step nos. 3-6.</i> ▪ For case load inventory, <i>proceed to client step nos. 7-11.</i> ▪ For in-house LDI activities/sessions, <i>proceed to client step nos. 12-15 .</i> 	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 hours</p> <p>1 day</p> <p>4 days</p> <p>3 days</p>	<p>head and supervisors</p> <p>Supervisor and/or Center Head</p> <p>Center Head</p> <p>Center Head & the Regional Center Coordinator (RCC)</p> <p>Center Head & the RCC</p>
	<p>Provision of technical assistance in case management to the center RHWG rehabilitation team/staff qualified for multi-stage processing.</p>			

2. Staff brings to the center head or supervisor's attention a particular difficulty being encountered in a certain case	2.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical assistance to address the issue/concern/gap/barrier encountered by the staff under her direct supervision.	None	1 hour	Supervisor and/or Center Head
	2.2 The center head is informed about the issue/concern/gap/barrier encountered by the staff and the concrete action taken to address the matter and provides further technical assistance as necessary. If resolving a certain issue/concern/gap/barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever supervisory level may apply), <i>proceed to section action no. 1.4.</i>	None	1 hour	Center Head
	2.3 The center head prepares an inter-office memorandum addressed to the RMT official concerned.	None	1 hour	Center Head
3. Center Rehabilitation Team members of the center raises all issues/concerns/gaps/barriers encountered during the given time period (usually on a monthly	3.1 The center head through the administration staff disseminates information on the conduct of a rehabilitation team meeting	None	1 day	Center Head and the administration staff in-charge
	3.2 The center head as the chairperson of the meeting or her/his duly-designated representative includes the issue/concern/gaps/barrier in the agenda for discussion and assigns the	None	1 hour	Center Head or his/her duly-designated represe

basis)	documenter for the meeting.			ntative
4. The staff concerned discusses in detail the matter at-hand.	4.1 The center head or his/her duly-designated representative elicits concrete and specific recommendations/ suggestions from the multi-disciplinary team members (which also may lead to peer coaching among the rehabilitation team members) then provides further supervisory inputs as necessary to address the matter at-hand.	None	4 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors and house parents and house parent relievers
5. The multi-disciplinary rehabilitation team members provide recommendations/ suggestions to address the matter at-hand	5. 1The center head or his/her duly-designated representative elicits the consensus regarding which recommendation/ suggestion is most prudent and provides further supervisory inputs/management directions.	None	2 hours	Center Head or his/her duly-designated representative, social workers, psychologist

				ogist, nurse, manpo wer develop ment officer, house parent supervi sors, house parents and house parent reliever s
6. The multi-disciplinary team members arrive to a common consensus on which intervention to implement	1.2 The center head or his/her duly-designated representative assigns the staff in-charge of implementation, timeline for accomplishment of the task, resources needed, and the desired output and outcome resulting from the agreed-upon intervention	None	1 hour	Center Head, supervisor, and the staff in-charge
7. All center staff identified to attend the CRI through an approved Regional Special Order	1.3The center heads with the regional center coordinator lay out the CRI program flow giving emphasis on discussion of issues/concerns/gaps/ barriers encountered by the centers in case management.	None	1 day	Center Heads and the RCC
8. The social workers in-charge of the cases discuss the case summary reports of the residents served. The	8.1 Each center head reports how the issues/concerns/gaps/ barriers encountered were addressed in his/her respective center.	None	6 hours	Center Heads and social workers in-charge of cases

reports include specific information on issues/concerns/gaps/barriers encountered in case management				
	8.2 The RCC analyzes the center reports and summarizes the presentations as to: <ul style="list-style-type: none"> ▪ good practices/innovations employed to address the issues at-hand ▪ areas still needing further action 	None	4 hours	RCC
9. The multi-disciplinary inter-center staff provides suggestions/recommendations on how to address prevailing issues in case management	9. 1The RCC elicits suggestions/ recommendations of the multi-disciplinary inter-center staff in addressing prevailing issues/concerns/gaps/barriers to case management	None	4 hours	RCC, center heads, social workers, psychologists, nurses, manpower development officer, house parents
10. The multi-disciplinary inter-center staff arrives at a consensus to standardize intervention/s to be provided or actions to be taken	10.1 The RCC facilitates a session for the body to arrive at a consensus on which suggested interventions are to be adopted in particular situations.	None	3 hours	RCC and the center heads
	10.2 The RCC further provides supervisory inputs/management direction to address prevailing issues/concerns/gaps in case management	None	2 hours	RCC
11. The multi-disciplinary inter-center staff plans on how to carry out the agreed-upon	11.1 The center heads assign staff in-charge, identifies duration of the intervention/action to be taken, resources needed, desired output and outcome resulting from the intervention	None	3 hours	RCC, center heads, social workers, psycholog

interventions/ actions to be taken	provided/action taken.			ogist, nurse, manpo wer develop ment officer, house parent supervi sors, house parents and house parent reliever s
	11.2 The RCC provides further inputs/corrections as needed then concurs the plan.	None	2 hours	RCC
12. All center staff identified to attend the CRI through an approved Regional Special Order participates in and completes the whole duration of the LDI activity.	12.1 The center heads identify the center staff who will be attending the LDI activity	None	30 minutes	Center heads
13. The LDI center staff participants prepare all sample documents required by the SME which will be used during the LDI sessions.	13.1 The RCC with the center heads ensure full participation of the staff identified in the RSO.	None	30 minutes	RCC and center heads
14. The LDI center staff participants	14.1 The RCC with the center heads and LDI Section staff ensure that stipulated	None	2 days and 4 hours	RCC, center

have accomplished all expected workshop outputs especially their re-entry action plans	activities in the LDI program have been conducted.			heads, and LDI Section staff
	14.2 The RCC with the center heads and the LDI Section staff ensure that all participants have submitted their individual or group re-entry action plans	None	2 hours	RCC, center head, and LDI Section staff
15. All participants comply to post-activity feedback mechanism/reports	15. 1The RCC with the center heads and the LDI Section staff ensure that all attending staff individually submit his/her completely filled-up after-activity evaluation form	None	1 hour	RCC, center head and LDI Section staff

Feedback and complaints mechanism	
How to gather feedback	<p>Each participant of the CRI and LDI activities is given an After-Activity Evaluation Form to accomplish.</p> <p>Each participant of the LDI is required to accomplish a re-entry action plan to apply/demonstrate knowledge learned resulting from the LDI activity.</p>
How feedbacks are processed	<p>Each accomplished form is collected, reviewed, summarized, and recorded. The consolidated results form part of the activity documentation report.</p> <p>Center heads monitor the accomplishment of the staff's re-entry action plans.</p>
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to complaints in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address:

	focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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84. Assessment of Eligibility for Admission of a Walk-in Women in Extremely Difficult Circumstances (WEDCs) and Her Dependents

All walk-in WEDCs (and their dependents) are interviewed and assessed by the attending social worker to ensure that their immediate needs are provided and that the programs and services of the RHWG are suited for the client's presented problems or circumstances.

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	Walk-in WEDCs and their dependents (if any)			
Checklist of Requirements:	Where to Secure:			
Personal identification document, if any. (1 photocopy)	Client RHWG administration staff			
Intake sheet (1 original copy)				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and initial assessment and present any identification documents (if any)	1.1 Review personal identification document (if any) presented by the client	None	1 hour or more depending on the needs of the client	<i>Social worker on-duty</i>
	1.2 Assess the client's immediate needs and provide them as prompt as possible. Refer the client to other service providers as necessary (ex. emergency medical services)	None		<i>Social worker on-duty, nurse, house parent/s on-duty</i>
	1.3 Once ready, interview the client using the intake sheet.	None	1 hour	<i>Social worker on-duty</i>
2. Provide contact details of non-offending family members/ relatives/ significant others	1.4 Contact non-offending family members/relatives/ significant others to verify information given by the client	None	1 day	<i>Social worker on-duty</i>
	1.5 Assess the client's eligibility and presented problem vis-à-vis the programs and services of the RHWG. • If the client is	None	30 minutes	<i>Social worker on-duty</i>

	<p>ineligible for admission, <i>proceed to no. 3.</i></p> <ul style="list-style-type: none"> If the client is eligible for admission, <i>proceed to no. 4.</i> 			
3. Client agrees to avail of services from other service providers which may better address her presented problem or needs	1.6 If the client's need or presented problem does not match the programs and services of the RHWG, explain to the client about the need to refer her case to other service providers concerned (ex. LSWDO, psychiatric services, etc.).	None	1 hour	<i>Social worker on-duty</i>
	1.7 Refer the client to the LSWDO or other service providers concerned through letter writing or through other means of communication depending on the urgency. Referral procedures will apply (See page _____)	None	1 day	<i>Social worker on-duty</i>
	1.8 Provide temporary shelter especially with clients who are with their dependents if needed while referral process is underway. Admission procedures will apply. (Refer to the Admission Procedures on page _____)	None	1 day or depending on the response time of the agency to whom the referral is being made	<i>Social worker and house parent on-duty</i>
4. Client agrees to undergo admission procedures	1.9 Admit client and her dependent/s, if any. (See page _____)	None	30 minutes	<i>Social worker and house parent on-duty</i>
5. If a client refuses to be admitted in the center, she shall write a waiver stating her reason for refusing the	2.0 Explain to the client the possible consequences for refusing to avail of the center services.	None	1 hour	<i>Social worker on-duty</i>
	2.1 Assist the client in writing the waiver			
	2.2 Ensure that the waiver			

services of the center and that she understands the possible consequences thereof.	has been duly signed by the client.			
TOTAL		N/A	2 days and 5 hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's Complaint Hotline		The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center		
How complaints are processed		The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.		
How complaint is addressed		Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.		
Contact information of DSWD FO CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

85. Assessment of Eligibility for Admission of a Walk-in Child Needing Special Protection (CNSP) and Her Dependent/s

All walk-in minor girls (and their dependents) who are in distress are interviewed and assessed by the attending social worker to ensure their overall safety and well-being.

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	Walk-in minor girls and their dependents (if any)			
Checklist of Requirements:	Where to Secure:			
Personal identification document (if any) (1 photocopy)	Client			
Intake sheet (1 original copy)				
	RHWG administration staff			
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and initial assessment and present any identification documents (if any)	1.1 Review personal identification document (if any) presented by the client	None	1 hour or more depending on the needs of the client	<i>Social worker on-duty</i>
	1.2 Assess the client's immediate needs and provide them as prompt as possible. Refer the client to other service providers as necessary (ex. emergency medical services)	None		<i>Social worker on-duty, nurse, house parent/s on-duty</i>
	1.3 Once ready, interview the client using the intake sheet.	None	2 hours	<i>Social worker on-duty</i>
2. Provide contact details of non-offending family members/ relatives/ significant others	1.4 Contact non-offending family members/relatives/ significant others to verify information given by the client	None	2 hours	<i>Social worker on-duty</i>
	1.5 Contact the LSWDO concerned to inform them of the client's case	None	2 Hours	<i>Social worker on-duty</i>
	1.6 Request for a Parenting Capability Assessment Report (PCAR) through letter writing to the	None	1 day	<i>Social worker on-duty</i>

	LSWDO concerned			
3. Client (with her dependent/s, if any) agrees to undergo admission procedures	1.7 Provide temporary shelter while referral process is underway or admit for protective custody whichever is deemed necessary based on the social worker's assessment. Admission procedure shall apply for both. (See page _____)	None	1 hour	<i>Social worker and house parent on-duty</i>
TOTAL				
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.			
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

86. Assessment of Eligibility for Admission of WEDCs and Their Dependents Referred by the Women and Children Protection Desk (WCPD) of the Philippine National Police (PNP)

Office:	Regional Haven for Women and Girls
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	All referred WEDCs or CNSPs
Checklist of Requirements:	Where to Secure:

Referral letter (1 original copy) Personal identification documents of the client and her dependent, if any (1 photocopy) Medical certificate declaring the client fit for shelter (1 original copy)		Referring WCPD Referring WCPD officer Referring WCPD officer who secured the medical certificate from a medical officer of any accredited government medical facility		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and pre-admission case conference	1.1 Review referral letter, personal identification presented (if any), and medical certificate	None	10 minutes	<i>Social worker on-duty</i>
	1.2 Conduct pre-admission case conference with the referring WCPD officer to further explore client's circumstances and to determine the client's eligibility for admission. <ul style="list-style-type: none"> If the client (and her dependent) is ineligible for admission, proceed to no. 2. If the client (and her dependent) is eligible for admission, proceed to no. 3. 	None	1 hour	<i>Social worker on-duty, nurse, house parent/s on-duty, referring WCPD officer</i>
2. Client agrees to avail of services from other service providers which may better address her presented problem or needs	1.3 If the client's need or presented problem does not match the programs and services of the RHWG, explain to the client about the need to refer her case to other service providers concerned (ex. LSWDO, psychiatric services, etc.).	None	1 hour	<i>Social worker on-duty</i>
	1.4 Refer the client to the LSWDO or other service providers concerned through letter writing or through other means of	None	1 day	<i>Social worker on-duty</i>

	communication depending on the urgency. Referral procedures will apply. (See page _____)			
	1.5 Provide temporary shelter especially for clients with their dependents if necessary while the referral process is underway. Admission procedures will apply. (See page _____).	None	30 minutes	<i>Social worker and house parent on-duty</i>
3. Client submits self for admission procedures	1.6 Admit the client (and her dependent) for temporary shelter or protective custody whichever is deemed necessary as assessed by the attending social worker. Proceed to admission procedures. (See page _____)	None	1 hour	<i>Social worker and house parent on-duty</i>
4. If a client refuses to be admitted in the center, she shall write a waiver stating her reason for refusing the services of the center and that she understands the possible consequences thereof	1.7 Explain to the client the possible consequences for refusing to avail of the center services. 1.8 Assist the client in writing the waiver 1.9 Ensure that the waiver has been duly signed by the client	None	1 hour	<i>Social worker on-duty</i>
TOTAL		N/A		
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint			

	Center
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

87. Admission of Residents

During admission, initial steps are taken by the center staff, the resident, her family (if accompanying the resident on admission), and the referring party in identifying areas of collaboration/coordination at the onset of the case management/helping process.

Office:	Regional Haven for Women and Girls
Classification:	Complex
Type of Transaction:	
Who May Avail:	<p>Pre-assessed and eligible individuals who are:</p> <ol style="list-style-type: none"> 1. <i>CNSP girls who are 9 to below 18 years old who are survivors of abuse or a child strandee who may fall under any of the circumstances as follows:</i> <ol style="list-style-type: none"> 1.1 Child survivor of cruelty (Sec.2 (c) of the IRR of RA 7610) 1.2 Child survivor of physical injury (Sec.2 (d) of the IRR of RA 7610) 1.3 Child survivor of psychological injury (Sec.2 (e) of the IRR of RA 7610) 1.4 Child survivor of neglect (Sec.2 (f) of the IRR of RA 7610) 1.5 Child survivor of sexual abuse (Sec.2 (g) of the IRR of RA 7610)

	<p>1.6 Child survivor of lascivious conduct (Sec.2 (h) of the IRR of RA 7610)</p> <p>1.7 Child survivor of prostitution (Sec.5, Article III, RA 7610)</p> <p>1.8 Child survivor of trafficking (Article IV, RA 7610 and Sec. III of the DSWD MC No. 20, 2015)</p> <p>1.9 Child survivor of obscene publications and indecent shows (Article V, RA 7610) or pornography (RA 9775)</p> <p>1.10 Child survivor of child labor or illegal recruitment (Article VII, RA 7610, RA 9231)</p> <p>1.11 Child survivor of armed conflict</p> <p>2. <i>WEDCs who are 18 years old to 59 years old</i></p> <p>2.1 Woman victim-survivor of violence against women and their children (VAW/C)</p> <ol style="list-style-type: none"> Woman survivor of physical violence (Sec.3 (A) of RA 9262) Woman survivor of sexual violence (Sec.3 (B) of RA 9262) Woman survivor of psychological violence (Sec.3 (C) of RA 9262) Woman survivor of economic abuse (Sec.3 (D) of RA 9262) <p>2.2 Woman victim-survivor of rape (RA 8353)</p> <p>2.3 Woman victim-survivor of trafficking and involuntary prostitution (RA 10364)</p> <p>2.4 Woman victim-survivor of illegal recruitment (RA 10022)</p> <p>2.5 Woman survivors of armed-conflict (RA 9851)</p>
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Checklist of Requirements		Where to Secure:		
<i>For walk-in clients:</i>				
Any valid ID of the client being referred, if any				
<i>For clients referred by the PNP-WCPD, non-government organizations (NGOs), other national government agencies (NGAs), and others:</i>				
Referral letter		PNP – WCPD		
Medical certificate indicating that the client being referred is fit for shelter		Any government hospital or city/municipal/provincial health office		
Any valid ID of the client being referred, if any				
<i>For clients referred by LSWDOs:</i>				
Initial Social Case Study Report (SCSR)		Referring LSWDO		
Investigation report of the WCPD/sworn affidavit of the survivor-victim (as applicable);		PNP-WCPD		
Medico-legal report (as applicable);		Government hospital or city/municipal/provincial health office		
Psychological report (as applicable)		Accredited/registered public or private psychologists		
Medical certificate/psychiatric diagnosis indicating that the client is fit for shelter		Government hospital or local city/municipal/provincial health office		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1.The client, her accompanying family member/relative /significant others, and the referring social worker attends the admission case conference.	1. The center rehabilitation team members conduct an admission case conference with the resident, her accompanying family member/relative/significant others, and the referring social worker.	None	2 hours	Admitting social worker
2.The client her accompanying family member/relative /significant others, and the referring social worker provides the information needed.	2. Fill up the <i>Admission Slip</i>	None	30 minutes	Admitting social worker
	3. Provide information	None	30 minutes	Admitting

	to the resident, her accompanying family member/relatives/ significant others and the referring parties about the programs and services of the RHGW and how these may assist the resident in addressing her presented problems.			<i>social worker</i>
3.The client expresses understanding of the center rules and regulations and agrees to comply with these.	4. Orient the resident, her accompanying family member/relatives/sig nificant others and the referring parties on the following: a. responsibilities and obligations of the resident, the case worker and the rest of the center staff; b. daily schedule from waking up to sleeping time; c. home management activities or house hold chores (ex. cleaning rooms, cooking, washing dishes, laundry, etc.); d. attendance to center activities	None	1 hour	<i>Admitting social worker and house parent supervisor</i>
4.The client agrees to surrender all valuable items in her	5. Ask the resident to surrender all valuable items in her possession including her mobile phone.	None	10 minutes	<i>Admitting social worker</i>

possession including her mobile phone.		She should be informed that there are secure storage facilities where her personal belongings may be kept secure.			
5.The client submits all her belongings for checking and inventory and agrees that inappropriate clothing be kept for safekeeping by the center.	6.	Check and do an inventory of the resident's belongings in the Inventory Logbook of Residents' Belongings. Ensure that items (bladed or pointed items) which may pose danger to the resident and to others are not brought into the center.	None	1 hour	<i>House parents supervisor and house parent on-duty</i>
	7.	Provide toiletries and other basic items needed by the resident.	None	20 minutes	<i>House parent on-duty</i>
6.The resident's accompanying relative/ significant others and the referring party provides information needed.	8.	Intake interviewing utilizing the <i>Intake Sheet</i> of the resident's accompanying relative/significant others, and the referring party.	None	1 hour	<i>Admitting social worker</i>
7.The resident provides needed information.	9.	Whenever the resident is ready, conduct the intake interview using the same intake sheet used in step 7. 8.1 Explain to the resident that she will need to provide personal information needed to assess her problem or situation. 8.2 Assure her that any information she provides will be kept	None	3 days	<i>Admitting social worker</i>

	confidential.			
8.The resident signs the intake sheet	10. The center head or her duly-designated officer-in-charge reviews and approves the admission by signing the admission documents.	None	10 minutes	<i>Center head or her duly-designated OIC</i>
TOTAL		N/A	3 days, 6 hours & 40 minutes	

88. Facilitate intervention planning with the resident, and members of the helping team.

Office:		Regional Haven for Women and Girls		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens		
Who May Avail:		Admitted residents		
Checklist of Requirements:		Where to Secure:		
Accomplished Intake Sheet Social Case Study Report Intervention Plan/ Contract Referral Letter				
Client Steps	Section’s Actions	Fees to be paid	Processing Time	Person/s Responsible
1. State problem areas and needs to be addressed according to priority.	5.1 Conduct assessment with the client and identify problem areas activities to address problem areas. Lay out services available for the client (internal and external)	None	2 hours	<i>Social worker in-charge of the case/ Client</i>
	5.2 Accomplishment of referral letter to other offices necessary to avail necessary services outside the center.	None		
	5.3 Lay-out an intervention plan stating the goals, problem areas, objectives, activities to be undertaken, with time frame, persons responsible in implementation. and			

	expected output of the client.			
3. Agree/not agree or suggest other solutions/activities that can address problem areas.	5.4 Listen and lists down suggested activities and suggest other means to address problems	None	30 minutes	<i>Social worker in charge of the case/ Client</i>
4. Sign the intervention plan/contract	5.4 Print out the said contract and have the client sign. 5.5 Submit the intervention plan together with the Social Case Study Report of the client for Center Head's Approval	None	30 minutes	<i>Social worker in charge of the case/ Client</i>
TOTAL		N/A	4 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			

89. Referral of clients to the different programs and services of the Center

Residents may avail of the SHEPERDS services of the center.

- *Social Services
- *Health Services
- *Educational Services
- *Psychological Services
- *Economic Services
- *Recreational Services

*Developmental Services

*Spiritual Services

Office:		Regional Haven for Women and Girls		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who May Avail:		Walk-in WEDCs and their dependents (if any)		
Checklist of Requirements:		Where to Secure:		
Court Order/Subpoena Travel Order		Court assigned to the case PAS		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Avail of the Social Services of the Center; Escorting of Client in attending Court Cases	1.1 Escorting of Client in attending Court Hearing 1.2 Coordinate with the referring party of the case about the attendance of the hearing. 1.3 Request vehicle to be used during the travel	None	1 hour 15 minutes	<i>Social worker assigned to the case</i>
2. Prepare self for travel and check essentials needed during travel.	1.6 Houseparent to assist client in preparation for travel .	None	1 day	<i>Social in charge of the case Houseparent</i>
3. Submit self for briefing activities with the Prosecutor in charge prior to hearing.	1.7 Assist client during briefing with the prosecutor in charge. 1.8 After hearing, facilitate debriefing of the client	None	1 hour 1 hour	<i>Social in charge of the case Houseparent</i>
TOTAL		N/A	1 Day 2 hours	

90. Health Services

Office:	Regional Haven for Women and Girls
Classification:	Simple

Type of Transaction:		G2G – Government to Government			
Who May Avail:		All referred WEDCs or CNSPs			
Checklist of Requirements:		Where to Secure:			
Social Case Study Report PhilHealth Registration Form		Social Worker assigned			
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible	
1. Fill out Philhealth form for enrolment.	1.1. Validate filled out forms for enrolment to PhilHealth. 1.2. Secure PSA Birth Certificate of the clients 1.3. Submit Registration Forms to PhilHealth Office for enrolment of the clients admitted. 1.4. Secure Statement of Account from the PhilHealth Office 1.5. Facilitate payment of the PhilHeath Bills of clients enrolled .	None	8 Hours	<i>Social Worker Assigned</i>	
2. Submits self for physical/health assessment of client	2.1. If newly admitted, let client undergo different medical procedure/general check-up and other batteries of laboratory tests (CBC,X-ray, HIV screening and other STD Screening, Ultrasound and others.) 2.2. Address different medical/dental problems/medication treatments. 2.3. Subject client for follow-up check-up whenever necessary. 2.4. Conducts monthly physical/dental assessment of all clients admitted. 2.5. Accomplish medical feedback report to be submitted to social	None	8 Hours	<i>Center Nurse</i>	

	<p>worker assigned of the case event medical/dental check-up attended.</p> <p>2.6. Accomplish monthly progress report of the client with regards to their health and physical condition.</p> <p>2.7. Attend monthly rehabilitation team meeting so as to update the helping team with regards to the physical condition of the clients.</p>			
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.			
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

91. Educational Service

Office:	Regional Haven for Women and Girls
Classification:	Simple

Type of Transaction:		G2G – Government to Government		
Who May Avail:		All referred WEDCs or CNSPs		
Checklist of Requirements:		Where to Secure:		
Social Case Study Report Former School Credential		From former school enrolled at.		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submits self for the assessment of educational level/attainment	1. Assess educational status of the resident. 1.1. Referral and enrolment to ALS if out-of-school. 1.2. Referral for assessment at SPED if with learning disability. 1.3. LGU for modular 1.4. Enrolment to regular school. 2. If ALS; coordinate with ALS teacher (DEPED) for compliance 2.1. Completion of required document for ALS (birth certificate and ID picture) 3. If SPED; coordination with SPED teacher from SPED School for appropriate approach. 4. If LGU modular, ensure that during the admission conference, there was an agreement that the referring MSWDO will be the one responsible in getting the modules from the school where the resident is enrolled. They will be sending the modules to RHWG for the resident to accomplish. 4.1. RHWG sends	None	8 Hours	Social Worker Assigned / Manpower Development Officer II
		None	8 Hours	

	<p>the completed modules back to LGU for submission to the school where the resident is enrolled.</p> <p>5. Enrolment to regular school: Social worker assess the resident if she can be enrolled to the nearest government school near the center.</p> <p>5.1. If assessed as eligible to enroll to a regular school, SW completes document necessary for enrolment.</p> <p>5.2. Enrolls resident to school.</p> <p>5.3. Conduct regular monitoring and case conference with the teacher.</p> <p>5.4. Attends parent teacher meetings whenever necessary.</p> <p>6. Accomplish monthly progress report.</p>			
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is	Any complaint received whether in writing, through short message			

addressed	service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

92. Psychological Service

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All referred WEDCs or CNSPs			
Checklist of Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submits self for psychological evaluation/assessment/counseling	7. Administer Psychological Evaluation tests to the resident. 8. Referral to partner agencies for further Psychotherapy Sessions. 9. Conducts counseling sessions with the resident. 10. Referral to PMHA for Psychological evaluation. 11. Facilitate group work sessions to the residents. 12. Attends monthly rehabilitation team meetings. 13. Accomplish monthly progress report of resident to be submitted to social worker for consolidation	None	8 Hours 8 Hours	<i>Psychologist II</i>
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				

How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

93. Provision of Homelife Services

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All referred WEDCs or CNSPs			
Checklist of Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
2. After admission, client must submit self to orientation at the houseparents.	1. Issuance of needed clothings, beddings and linens to newly admitted resident. 2. Accomplishment of Weekly Schedule of tasks of the residents. 3. Monitor performance of tasks of the resident. 4. Monitor and record of cleaning and arranging lockers,	None	8 Hours	Houseparents

	beddings and resident's hygiene. 5. Oversee activities of residents 24/7 6. Report any untoward incident that may occur during their shift. 7. Record behavior of resident during their shift. 8. Record and request things needed by the resident like, clothes, socks, under garments and others. 9. Conducts monthly meeting with the residents. 10. Attends monthly rehabilitation team meeting. 11. Accomplish behavioral observation document every after shift. 12. Ensure that the endorsement logbook is properly filled out at least 15 minutes before the shift ends so that highlighted incidents during the shift is properly endorsed to the incoming houseparent. 13. Accomplish monthly progress report of the resident to be submitted to social worker for consolidation.		8 Hours	
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints	The Center Head responds to the complaint in writing within 72 hours			

coursed through the 8888 Citizen's Complaint Hotline	upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

94. Provision of Economic/Developmental Service

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All referred WEDCs or CNSPs			
Checklist of Requirements:	Where to Secure:			
Updated Social Case Study Report	From the assigned social worker.			
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit herself for assessment	<u>PRE-DISCHARGE OF THE RESIDENT</u> <u>For Reintegration :</u> <ol style="list-style-type: none"> 1. If with favorable PCAR, The Center Head approves the discharge of the resident to the identified family member or relative. SW schedules a pre-discharge case conference with the concern LGU. 2. If with non favorable PCAR, SW forward a letter to concern LGU to locate possible relatives for the resident's reintegration. 3. Takes picture of the resident for discharge. 4. The assigned SW informs the houseparent to conduct inventory of 	None	1 hour 1 hour 10 minutes 30 minutes 10 minutes	<i>Social Worker Assigned to The Case</i>

	belongings of the resident and identify needed things to be purchased that are ready before the actual discharge. <u>For transfer to other institution:</u> <ol style="list-style-type: none"> 1. Social Worker to submit referral letter/request for approval of transfer of resident. 2. Ensure that all necessary documents for transfer are accomplished. 3. Takes picture of the resident for discharge 4. The assigned SW informs the houseparent to conduct inventory of belongings of the resident and identify needed things to be purchased that are ready before the actual discharge 		15 minutes 10 minutes 20 minutes	
TOTAL		N/A	4 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.			
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

95. Pre-Discharge of the Resident

Office:	Regional Haven for Women and Girls
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TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.			
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

96. Discharge of client from the center

Office:	Regional Haven for Women and Girls			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All referred WEDCs or CNSPs			
Checklist of Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
2. Submit herself for assessment	1. <u>Minor Resident</u> 10. <u>For Reintegration:</u> 11.1. Escort resident for reintegration. 12.2. Conduct/facilitate discharge case conference together with the LGU concerned, the parents/family and BCPC. 13.3. Officially endorse	None	8 Hours	<i>Social Worker /MDO II</i>

	<p>resident to her family through a discharge slip signed by the resident, the receiving persons and the MSWDO/CSWDO representative.</p> <p>14.4. Submit a copy of referral for after care to MSWDO/CSWDO concerned.</p> <p>15.5. Within the month of discharge, SW assigned to submit a case summary with attached after care plan of the resident. LGU concerned is expected to submit a progress report within three months of discharge from the center.</p> <p>16.6. Within three months after discharge, Haven SW to follow-up progress report of the resident from the LGU.</p> <p>17.</p> <p>18. *If no Progress Report from concerned LGU, SW to travel to concerned LGU to monitor progress of the former resident with the help of the LGU concerned.</p> <p>19. -Haven Social Worker to accomplish report of progress report of former resident reviewed by MSWDO/CSWDO and close the case.</p> <p>20.</p> <p>21. *If with Progress Report from MSWDO/CSWDO</p>		8 Hours	
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	<p>concerned, Haven SW to accomplish closing summary of former resident and close the case.</p> <p>22. <u>For transfer to other institution:</u></p> <p>23.1. Escort resident for transfer.</p> <p>24.2. Conduct/facilitate discharge case conference together with the Institution representative and/or the family of the resident.</p> <p>25.3. Officially endorse resident to the institution representative through a discharge slip signed by the resident, the receiving institution.</p> <p>26.4. Submit a copy of transfer case summary.</p> <p>27.</p> <p>28. <u>WEDC RESIDENT:</u></p> <p>29. <u>Independent Living/Reintegration</u> :</p> <p>30.1. Conduct inventory of belongings.</p> <p>31.2. Conduct discharge case conference</p> <p>32.3. Resident signs a discharge slip.</p> <p>33.4. Refer resident for after care services.</p> <p>34. <u>For transfer to other institution:</u></p> <p>35.1. Escort resident for transfer.</p> <p>36.2. Conduct/facilitate discharge case conference together with the Institution representative and/or the family of the</p>			
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	resident. 37.3. Officially endorse resident to the institution representative through a discharge slip signed by the resident, the receiving institution. 1. 4. Submit a Case Summary Report			
Feedback and complaints mechanism				
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire			
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.			
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center			
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.			
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.			

97. Processing of PRAISE Character Award

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Nomination Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

	1. Prepares CBP memorandum and poster	None	15 minutes	AA I
	2. Reviews CBP memorandum and poster	None	10 minutes	AO IV
	3. Distributes signed memo to staff	None	10 minutes	AA II (JO)
4. Submits signed nomination form (1 month)	4.1 Receives nomination forms	None	5 minutes	AA I
	4.2 Consolidates and validates nominations	None	3 days	AA I
	4.3 Prepares Notice of Deliberation	None	15 minutes	AA I
	4.4 Reviews Notice of Deliberation	None	10 minutes	AO IV
	4.5 Signs Notice of Deliberation	None	10 minutes	PRAISE Committee Chairperson
	4.6 Routes Notice of Deliberation to PRAISE Committee Members	None	10 minutes	AA II (JO)
	4.7 Deliberates on the validated nominations	None	1 hour	PRAISE Committee Members
	4.8 Prepare resolution and certificates and routes to members for concurrence	None	2 hours	AA I and AA II (JO)
	4.9 Reviews resolution and certificates	None	15 minutes	AO IV
	4.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members
	4.11 Approves resolution and signs documents	None	10 minutes	Regional Director

	4.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AA I
	4.13 Awards	None	15 minutes	Regional Director
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

98. Processing of PRAISE Client Satisfaction Award

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Top Priority Action Form		Public Assistance and Complaint Desk		
Other means: Feedback from the PACD Online Kiosk, letters, text messages, e-mails, etc.		N/A – Client Initiated		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits commenda	1.1 Receives commendatio	None	5 minutes	AA I

tions month)	(1	ns			
		1.2 Consolidates and validates commendations	None	3 days	AA I
		1.3 Prepares Notice of Deliberation	None	15 minutes	AA I
		1.4 Reviews Notice of Deliberation	None	10 minutes	AO IV
		5.5 Signs Notice of Deliberation	None	10 minutes	PRAISE Committee Chairperson
		1.6 Routes Notice of Deliberation to PRAISE Committee Members	None	10 minutes	AA II (JO)
		1.7 Deliberates on the validated nominations	None	1 hour	PRAISE Committee Members
		1.8 Prepare resolution and certificates and routes to members for concurrence	None	2 hours	AA I and AA II (JO)
		1.9 Reviews resolution and certificates	None	15 minutes	AO IV
		1.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members
		1.11 Approves resolution and signs documents	None	10 minutes	Regional Director
		1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AA I
		1.13 Awards	None	15 minutes	Regional Director
Feedback and complaints mechanism					
How to send feedback	Accomplish feedback/ Complaint form of the Section				
How	Feedback or complaint whenever available will be addressed				

Feedbacks are processed	and facilitated by the Head of HRW Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

99. Processing of PRAISE Eligibility Award or Completing a Course Award:

Office or Division:	Human Resource and Welfare Section (HRWS)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Proof of Passing an Eligibility Examination	Institution where one took the eligibility exam (i.e. CSC, PRC, etc.), newspaper clippings, etc.			
Proof of Completing A Course (i.e. Diploma)	Educational Institution where one finished a course			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Proof of Passing an Eligibility Examination / Proof of Completing A Course	1.1 Receives document	None	5 minutes	AA I
	1.2 Consolidates and validates documents	None	1 day	AA I
	1.3 Prepares Notice of Deliberation	None	15 minutes	AA I
	1.4 Reviews Notice of Deliberation	None	10 minutes	AO IV

	1.5 Signs Notice of Deliberation	None	10 minutes	PRAISE Committee Chairperson
	1.6 Routes Notice of Deliberation to PRAISE Committee Members	None	10 minutes	AA II (JO)
	1.7 Deliberates on the validated nominations	None	1 hour	PRAISE Committee Members
	1.8 Prepare resolution and certificates and routes to members for concurrence	None	2 hours	AA I and AA II (JO)
	1.9 Reviews resolution and certificates	None	15 minutes	AO IV
	1.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members
	1.11 Approves resolution and signs documents	None	10 minutes	Regional Director
	1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AA I
	1.13 Awards	None	15 minutes	Regional Director

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's

DSWD FO-CAR	office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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100. Facilitation of Progressive Disciplining (PD)

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Incident Report		Concerned Office		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Transmits Incident Report	1.1 Receives Incident Report	None	2 minutes	AO IV
	1.2 Prepares memorandum requiring staff to explain	None	20 minutes	AO IV
	1.3 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.4 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.5 Signs the memorandum	None	10 minutes	RD
	1.6 Routes the memorandum to concerned staff	None	5 minutes	AA II (JO)
	1.7 Receives letter of explanation of concerned staff	None	2 minutes	AO IV
	1.8 Prepares memo to staff to undergo Progressive	None	20 minutes	AO IV

	Disciplining			
	1.9 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.10 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.11 Signs the memorandum	None	10 minutes	RD
	1.12 Routes the memorandum to the concerned staff and all those who are copy furnished	None	5 minutes	AA II (JO)
	1.13 Conducts orientation with the concerned staff and his/her immediate supervisor regarding the process and come up with the Agreement	None	30 minutes	AO IV, together with the concerned staff and his/her immediate supervisor
	1.14 Receives monthly feedback report relative to the signed Agreement Form (duration: at least three months)	None	2 minutes	AO IV
	1.15 Evaluates progress of concerned staff based on submitted feedback reports	None	10 minutes	AO IV
	1.16 Prepares memorandum to concerned staff re: Successful Implementation of the PD (if complied)/ Written Warning (if did not comply)	None	20 minutes	AO IV

	1.17 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.18 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.19 Signs the memorandum	None	10 minutes	RD
	1.20 Routes the memorandum to the concerned staff and all those who are copy furnished	None	5 minutes	AA II (JO)
	1.21 Forward PD documents to PAS for filing at the staff's Per 16	None	5 minutes	AA II (JO)
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of HRWS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

101. Implementation of Grievance Machinery

Office or Division:	Human Resource and Welfare Section
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		(HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Grievance Presentation Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits accomplished Grievance Presentation Form to the immediate supervisor, cc: the HRWS	1.1 Receives the accomplished form	None	2 minutes	AO IV
	1.2 Conducts dialogue / other means to resolve the grievance (if the party being complained is the immediate supervisor, the next higher supervisor shall resolve the grievance)	None	3 days	Immediate Supervisor
	1.3 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
	1.4 File grievance documents	None	10 minutes	Immediate supervisor
	1.5 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	5 days	Next Higher Supervisor
	1.6 Accomplishes and signs the	None	30 minutes	Parties involved,

	Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)			Grievance Committee Chairperson
	1.7 File grievance documents	None	10 minutes	Next Higher Supervisor
	1.8 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	15 days	Grievance Committee
	1.9 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
	1.10 File grievance documents	None	10 minutes	Grievance Committee
	1.11 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	10 days	RMANCOM
	1.12 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with	None	30 minutes	Parties involved, Grievance Committee Chairperson

	the resolution)			
	1.13 File grievance documents	None	10 minutes	RMANCOM
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of HRWS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

102. Facilitation of exit interview

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Outgoing Staff (Internal Public)/ Resigned/ Transferred		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Exit Interview Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits accomplis	1.1 Receives forms	None	1 minute	AA I / AA II (JO)

hed Exit Interview and Clearance Forms to HRWS	1.2 Screens/ Evaluates Exit Interview Form	None	5 minutes	AA I / AA II (JO)
	1.3 Conducts exit interview and affix initial to the Clearance Form	None	30 minutes (maximum)	AA I / AA II (JO)
	1.4 Signs Clearance Form	None	5 minutes	AO IV
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of HRWS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

103. Implementation of Grievance Redress System

Office or Division:	Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDP)
Classification:	Complex
Type of Transaction:	G2G- Government to Government

Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Grievance Redress System Intake Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits complaint to KC-NCDDP	1.14 Intakes complaint/s	None	5 hours	Technical staff
	1.15 Verifies and inspects complaint/s	None	1 day	Technical staff
	1.16 Transmit to Regional Director (RD) for decision	None	1 day	Administrative staff
3. Receives complaint with marginal note from the RD	2.1 If the RD decides to issue letter of explanation for MOA staff, prepares letter of explanation	None	2 days	Head of Section
	2.2 If the RD decides to issue Show Cause Order for permanent staff, prepares Show Cause Order	None	2 days	Head of Section
	2.3 Transmit Show Cause Order or Letter of Explanation to the concerned supervisor for signature	None	1 day hours	Administrative staff
	2.4 If the RD decides for the conduct of validation, submit request for preparation of Regional Special Order	None	1 day	Head of Section/ Administrative staff

	for Fact-Finding Team			
3 Conducts validation	3.1 Gathers data through the conduct of FGDs, KIIs, and documents review to	None	3 days	Technical Staff
	3.2 Prepares reports for the results of validation and recommendations	None	5 days	Technical Staff
	3.3 Routes report to RD	None	1 day	Administrative Staff
4 Transmit complaints to be dismissed as decided by the RD	4.1 Files the complaint to the database or logbook	None	5 hours	Administrative staff

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Regional Program Coordinator/Regional Program Manager
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaint
Complaint/s through 8888 Desk/ Hotline	RPC/RPM of KC-NCDDP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

104. Formulation of Work and Financial Plan

Office or Division:		Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDDP)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request	1.7 Receives request	None	1 hour	Technical staff
	1.8 Logs and records request	None	1 hour	Technical staff
	1.9 Gather data and information	None	5 hours	Technical staff
	1.10 Drafts Work and Financial Plan (WFP)	None	5 hours	Technical staff
	1.11 Proof reads and signs WFP and routes to for approval of RD	None	5 hours	Regional Program Coordinator/ Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Regional Program Coordinator/Regional Program Manager			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaint			
Complaint/s through 8888 Desk/ Hotline	RPC/RPM of KC-NCDDP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter			

are processed	of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

105. Facilitation of Request for Fund Release

Office or Division:		Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDP)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
RFR checklist and attachments				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Receives Request for Fund Release (RFR)	1.7 Receives RFR	None	1 hour	Administrative staff
	1.8 Logs and records RFR	None	1 hour	Administrative staff
	1.9 Routes RFR	None	1 hour	Administrative staff
3. Reviews Request for Fund Release	1.10 Receives RFR for review	None	4 hours	Technical Staff of M&E Unit, Social Development Unit, Finance Unit, and Engineering Unit
	1.11 Routes for approval of RD	None	2 days	Administrative Staff
	1.12 Once approved by RD, routes to Accounting	None	1 day	Administrative Staff

	Section			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Regional Program Coordinator/Regional Program Manager			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaint			
Complaint/s through 8888 Desk/ Hotline	RPC/RPM of KC-NCDDP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

106. Processing of Referral of Endorsed Cases form Provincial Operational Office:

Office or Division:		Pantawid Pamilyang Pilipino Program		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Referral letter and supporting documents		Not applicable (Generic request may be used by the requesting staff)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submit request to the Regional Director	1.15 Receives request from the POO.	None	1 day	Technical Staff

for approval	1.16 a) Convenes technical working group for further review and documents proceedings and discussion of the endorsed cases b) If technical working group is not needed, proceed to the next step	None	2 days	Technical Staff
	1.17 If eligible for referral for further action, drafts referral letter and counter-signs on the referral letter.	None	1 day	Technical Staff
	1.18 a) Counter signs on the referral letter within the agency	None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.19 Routes the referral letter to the Regional Director Records Section	None	1 day	Administrative Staff
	1.20 Signs the Referral letter or places additional instruction to be accomplished	None	5 hours	Administrative Staff
	1.21 Routes to the RPC	None	5 hours	Administrative Staff

Feedback and complaint mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Pantawid Pamilyang Pilipino Program RPMO Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Pantawid Pamilyang Pilipino Program RPMO Section
Complaint/s through 8888 Desk/ Hotline	Head of the Pantawid Pamilyang Pilipino Program RPMO Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

107. Regional Clearance Certificate:

Office or Division:		Personnel Administration Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Turn-Over Report, Turn-Over of Accountabilities, Regional Clearance Certificate		Employees/workers submit turn-over documents and PAS prepares RCC (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Regional Clearance Certificate	1.1 PAS checks turn-over documents	None	1-4 hours	PAS Process Handler
	1.2 PAS prepares Clearance			
	1.3 Reviews, ensure IDs are surrendered, Payroll are	None	1-4 hours	PAS Head

	administered and sign			
	1.4 Reviews, ensures Exit Interview is conducted and sign	None	1-4 hours	HRWS Head
	1.5 Reviews, ensures Library Services are settled and sign	None	1-4 hours	CBS Head
	1.6 Reviews, ensures no financial services are unprocessed and sign	None	1-4 hours	Accounting Section Head
	1.7 Reviews, ensures no financial services are unprocessed and sign	None	1-4 hours	Cash Head
	1.8 Reviews, ensures scholarships/ educational programs are settled and sign	None	1-4 hours	LDS Head
	1.9 Reviews, ensures no admin/criminal case and sign	None	1-4 hours	IAU Head
	1.10 Reviews and sign	None	1-4 hours	Regional Director / OIC
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

Office	Address
Personnel Administrative Section	DSWD-Field Office CAR No. 40 North Drive, Baguio City
1. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph 2. James Docog : 0916-485-7619/0939-499-1833; james.docog22@gmail.com / igdocog@dswd.gov.ph 3. Daisy A. Aglasi : 0998-219-4272 / daglasi@yahoo.com 4. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com 5. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com 6. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com	

108. Certificate of Employment and Other Certification:

Office or Division:	Personnel Administration Section				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Employees/Workers/Process Handlers				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Request for Documents form	Request for Documents is to be employees/workers (Forms are available in the File Share Folder)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
3. Certificate of Employments and other	1.11 PAS Reviews request and retrieves necessary files 1.12 Prepares	None	1-3 days	PAS Process Handlers	

Certification	Certification			
	1.13 Reviews and sign	None	1-4 hours	PAS Head
	1.14 Reviews and Sign	None	1-4 hours	HRMDD Chief
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

Office	Address
Personnel Administrative Section	DSWD-Field Office CAR No. 40 North Drive, Baguio City
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109. Preparation of DTR Monitoring:

Office or Division:		Personnel Administration Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Employees/Workers/Process Handlers			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
HRMIS, Daily Time Record and Biometric Scanner Machines		Biometric Scanner Machines provides data for the DTR (System is maintained in the Server)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
4. DTR Monitoring	1.15 Activation of Biometric Machines 1.16 Downloading of Biometric Entries 1.17 Transfer of Biometric Entries to the HRMIS 1.18 Synchronizing/Re-populating DTR entries 1.19 Generation of DTR 1.20 Printing and Distribution of DTRs	None	1-2 days	PAS Process Handlers	
Feedback and complaints mechanism					
How to send feedback	Accomplish feedback/ Complaint form of the Section				
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section				
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section				
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff				
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-				

	872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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Office	Address
Personnel Administrative Section	DSWD-Field Office CAR No. 40 North Drive, Baguio City
13. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph 14. James Docog : 0916-485-7619/0939-499-1833; james.docog22@gmail.com / jgdocog@dswd.gov.ph 15. Daisy A. Aglasi : 0998-219-4272 / daglasi@yahoo.com 16. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com 17. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com 18. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com	

110. Preparation of Conduct of Flag Ceremonies:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Workers/Process Handlers			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Guidelines for the conduct Flag Ceremony, Schedule of Hosts Offices for the Flag Ceremony and Conducted Flag Ceremonies	Guidelines and schedule are prepared by the PAS (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
5. Conduct of Flag Ceremonies	1.21 Prepares Schedule of Hosts Office	None	1 day	PAS Process Handler
	1.22 Oversee the conduct of the Flag Ceremony			
	1.23 Document the Conducted Flag Ceremonies	None	1 day	PAS Head
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel			

	Administration Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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111. Preparation of GPAI Enrollment/Renewal:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Workers/Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Transmittal, List, ORS, DV	PAS			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
6. GPAI Enrollment/ Renewal	1.24 Prepares List of Enrollees 1.25 Prepares Transmittal and Accountability	None	1-2 days	PAS Process Handler

	form for MOA/JO workers 1.26 Prepares ORD and DV for Permanent/ Casual/ Contractual Employees			
	1.27 Reviews and sign	None	1-4 hours	PAS Head
	1.28 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.29 Obligation	None	1-4 Hours	Budget Section
	1.30 Pre-audit 1.31 Issues JEV and ADA	None	1-4 Hours	Accounting Section
	1.32 Approved for Payment	None	1-4 hours	ARD for Administration
	1.33 Endorses ADA to Bank	None	1-4 hours	Cash Section
	1.34 Endorses Signed Documents to Central Office (MOA/JO workers)	None	5 minutes	PAS Process Handler
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or			

processed	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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112. Preparation of Leave Administration:

Office or Division:		Personnel Administration Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Application For Leave Form, Leave Ledgers, Schedule of Forced Leaves and Special Leave Privileges		Leave Application Forms are to be submitted by the employees (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
7. Leave Administration	1.35 Checks and reviews applications for leave 1.36 Updates Leave ledger based on leave 1.37 Updates leave ledger every 1 st week of each month for deduction and earned	None	1-4 hours	PAS Process Handler

	credits 1.38 Prepares Memo on the schedule of FL and SLP			
	1.39 Reviews and sign Certification	None	1-4 hours	PAS Head
	1.40 Reviews and Sign as Recommending Approval	None	1-4 hours	Division Chief Concerned / ARD for Concerned
	1.41 Reviews and Sign for Approval	None	1-4 hours	ARD for Administration / Regional Director
	1.42 Endorses approved leave application to employees 1.43 Prepare smemorandum for disapproved leave applications	None	1-4 hours	PAS Process Handler
	1.44 Reviews and sign	None	1-4 hours	PAS Head
	1.45 Reviews and Sign	None	1-4 hours	HRMDD Division Chief
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or			

	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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113. Preparation of Leave Monetization:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Process Handlers			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Leave Application Form, Resolution from the Committee, Payroll, ORS and DV	Leave Applications are to be submitted by the employees (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Leave Monetization	1.1 Consolidates Leave Application Forms 1.2 Prepares Matrix 1.3 Request the Convening of the Monetization Committee	None	1-7 days	PAS Process Handler
	1.4 Deliberation of Requests	None	1-4 hours	Monetization Committee
	1.5 Prepares	None	1-4 hours	PAS Process

	regret/acceptance letters			Handler
	1.6 Prepares payroll, ORS and DV	None	1-4 hours	PAS Process Handler
	1.7 Reviews and sign	None	1-4 hours	PAS Head
	1.8 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.9 Obligation	None	1-4 Hours	Budget Section
	1.46 Pre-audit	None	1-4 Hours	Accounting Section
	1.10 Issues JEV and ADA			
	1.11 Approved for Payment	None	1-4 hours	ARD for Administration
	1.12 Endorses ADA to Bank	None	1-4 hours	Cash Section

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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114. Preparation of Issuance of NOSI/NOSA:

Office or Division:		Personnel Administration Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
DBM Issuance		DBM Office/Website		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Issuance of NOSI/NOSA	1.1 Prepares NOSI/NOSA	None	1 day	PAS Process Handler
	1.2 Updates Service Record			
	1.3 Reviews and sign	None	1-4 hours	PAS Head
	1.4 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.5 Reviews and Sign	None	1-4 hours	ARD for Administration
	1.6 Endorses copy to CSC, GSIS, COA	None	1 day	PAS Process Handler
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			

Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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115. Preparation of Payroll Administration (All compensations and benefits:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Workers/Process Handlers			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Payroll, ORS and DV with Complete Documentary Requirements (Daily Time Report, Accomplishment Report, etc.)	DTRs and ARs are to submitted by the employees/workers (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
8. Payroll Administration	1.47 Reviews DTR and AR 1.48 Prepares Payroll, ORS and DV	None	1-2 days	PAS Process Handler

	1.49 Reviews and sign	None	1-4 hours	PAS Head
	1.50 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.51 Obligation	None	1-4 Hours	Budget Section
	1.52 Pre-audit 1.53 Issues JEV and ADA	None	1-4 Hours	Accounting Section
	1.54 Approved for Payment	None	1-4 hours	ARD for Administration
	1.55 Endorses ADA to Bank	None	1-4 hours	Cash Section
	1.56 Prepares Payslips	None	1-4 hours	PAS Process Handler
	1.57 Reviews and sign	None	1-4 hours	PAS Head
	1.58 Distributes Payslips	None	1-4 hours	PAS Process Handler
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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116. Preparation of PDS Compliance:

Office or Division:		Personnel Administration Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Personal Data Sheet		PDS are to be submitted by the employees/workers (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
9. PDS Compliance	1.59 Consolidates submitted PDS	None	1-7 days	PAS Process Handler
	1.60 Enters in data from the PDS to the database			
	1.61 Prepares Certification and Report			
	1.62 Reviews and sign			
	1.63 Reviews and Sign			
	1.64 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.65 Reviews and	None	1-4 hours	ARD for Administration
				Regional Director / OIC

	Sign			
	1.66 Endorses signed Certification and Report to CSC	None	1-4 hours	PAS Process Handler
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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117. Preparation of Personnel Locator Slip Monitoring:

Office or Division:	Personnel Administration Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees/Workers/Process Handlers
CHECKLIST OF	WHERE TO SECURE:

REQUIREMENTS:				
Personnel Locator Slip		PLS are to be submitted by the employees (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
10. Personnel Locator Slip Monitoring	1.67 Prepares and encodes time infractions due to PLS 1.68 Updates leave ledger of employees for the leave infractions	None	1-4 hours	PAS Process Handler
	1.69 Reviews and sign	None	1-4 hours	PAS Section Head
	1.70 Reviews and Sign	None	1-4 hours	Division Chief Concerned / ARD for Concerned
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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118. Preparation of Remittance Administration:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Workers/Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ORS, DV, Remittance List, Authority to Pay	PAS, GSIS, PHIC, Pag-IBIG Office			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
11. Remittance Administration	1.71 Prepares remittance list, ORS and DV based on disbursed payroll	None	1-2 days	PAS Process Handlers
	1.72 Reviews and sign	None	1-4 hours	PAS Head
	1.73 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.74 Obligation	None	1-4 Hours	Budget Section
	1.75 Pre-audit 1.76 Issues JEV and ADA	None	1-4 Hours	Accounting Section
	1.77 Approved for Payment	None	1-4 hours	ARD for Administration
	1.78 Endorses ADA to Bank or Check to Lined	None	1-4 hours	Cash Section

	Agencies			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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119. Preparation of SALN Compliance:

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees/Workers/Process Handlers			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Statement of Assets, Liabilities and Net Worth	SALNs are to be submitted by the employees (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to	Processing	Persons

		be paid	time	Responsible
12. SALN Compliance	1.79 Consolidates submitted SALNs	None	1-7 days	PAS Process Handler
	1.80 Enters in data from the SALNs to the database			
	1.81 Prepares Certification and Report			
	1.82 Reviews and sign	None	1-4 hours	PAS Section Head
	1.83 Reviews and Sign	None	1-4 hours	HRMDD Division Chief
	1.84 Reviews and Sign	None	1-4 hours	ARD for Administration
	1.85 Reviews and Sign	None	1-4 hours	Regional Director / OIC
	1.86 Endorses signed Certification and Report to Ombudsman	None	1-4 hours	PAS Process Handler
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers:			

CAR	(6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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Office	Address
Personnel Administrative Section	DSWD-Field Office CAR No. 40 North Drive, Baguio City
73. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph 74. James Docog : 0916-485-7619/0939-499-1833; james.docog22@gmail.com / jgdocog@dswd.gov.ph 75. Daisy A. Aglasi : 0998-219-4272 / daglasi@yahoo.com 76. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com 77. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com 78. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com	

120. Preparation of Harmonized Planning, Monitoring and Evaluation System (HPMES) Accomplishment Report (Monthly, Quarterly and Semestral)/ Annual Accomplishment Report

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
HPMES Accomplishment Reports from the Office/Division/Section/Units (ODSU's)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits report to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report	None	1 hour	Statistician I/Ms. Shamah S. Ponasen
	1.3 Prepare the scorecard	None	10 minutes	Statistician I/Ms. Shamah S. Ponasen
	1.4 Consolidate the Regional HPMES accomplishments	None	2 days	Statistician I/Ms. Shamah S. Ponasen

	t report			
	1.5 Review the consolidated HPMS accomplishment report	None	2 hours	Section Head/Ms. Liezyl T. Astoddilo
	1.6 Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief/ Ms. Marifil C. Jugal
	1.7 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Route the approved HPMS Accomplishment Report to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9 Email the approved HPMS Accomplishment Report to Central Office-Policy Development and Planning Bureau	None	10 minutes	Statistician I/Ms. Shamah S. Ponasen
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section			
Complaint/s	Head of PDPS will facilitate the response within the			

through 8888 Desk/ Hotline	reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

121. Gender and Development (GAD) Plan and Budget/Annual Gender and Development (GAD) Accomplishment Report

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
GAD Plan and Budget/Accomplishment Reports from the concerned GAD focal persons		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits GAD Plan and Budget/Accomplishment Report to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms. Liezyl T. Astodillo
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
	1.4 Consolidate the Regional GAD Plan and Budget/GAD Accomplishment	None	2 days	Planning Officer III/Ms. Liezyl T. Astodillo

	nt Report			
	1.5 Review the consolidated Regional GAD Plan and Budget/GAD Accomplishment Report	None	1 day	GAD-TWG Chairperson/ OIC ARDO Ms. Amelyn P. Cabrera
	1.6 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.7 Route the approved Regional GAD Plan and Budget/GAD Accomplishment Report to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Regional GAD Plan and Budget/GAD Accomplishment Report to Central Office-Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section			
Complaint/s	Head of PDPS will facilitate the response within the			

through 8888 Desk/ Hotline	reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

122. Sectors Plans and Accomplishments

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Sectoral Plans and Accomplishment from Sectors Focal Persons		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Sectors Plan and Accomplishments to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms.Liezy T. Astodillo
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III/Ms.Liezy T. Astodillo
	1.4 Consolidate the Regional Sectors Plans and Accomplishments	None	2 days	Planning Officer III/Ms.Liezy T. Astodillo

	1.5 Review the consolidated Regional Sectors Plans and Accomplishments	None	1 day	OIC PPD Chief/ Ms. Marifil C. Jugal
	1.6 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.7 Route the approved Regional Sectors Plans and Accomplishments to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Regional Sectors Plans and Accomplishments to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section
Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or

processed	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

123. Submission of consolidated comments on CO-initiated draft guidelines/policies

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Inputs and comments to draft guidelines and policies		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits GAD Plan inputs or comments on the draft guidelines and policies to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge comments/inputs	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Consolidate the inputs or comments submitted by concerned ODSU's	None	1 day	Planning Officer III/Ms. Liezyl T. Astodillo
	1.3 Review the consolidated inputs or comments	None	1 day	OIC PPD Chief/Ms. Marifil C. Jugal

	1.4 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.5 Route the approved inputs and comments to a certain draft guidelines or policies to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.6 Email the approved inputs and comments to a certain draft guidelines or policies to Central Office	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section			
Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

124. Preparation of Office Performance Contract Review (OPCR)

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
OPC Actual Accomplishments and Means of Verifications (MOV's)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits OPC Actual Accomplishments and Means of Verification to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge report/MOV's	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report/MOV's	None	1 hour	Planning Officer III/Ms. Liezyl T. Astodillo
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
	1.4 Consolidate the Office Performance Contract Review (OPCR) based on the submitted MOV's	None	1 day	Planning Officer III/Ms. Liezyl T. Astodillo
	1.5 Review the Office Performance Contract Review (OPCR)	None	2 hours	PPD Chief/Ms. Marifil C. Jugal

	1.6 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.7 Route the approved Office Performance Contract Review (OPCR) to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Office Performance Contract Review (OPCR) to Central Office-Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section
Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook

	account: www.facebook.com/dswdfocar
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125. Preparation of Regional Annual Work and Financial Plan / Agency Performance Measure (APM)

Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Work and Financial Plan and Annual Performance Measure (APM)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Work and Financial Plan /Annual Performance Measure to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms. Liezyl T. Astodillo
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
	1.4 Consolidate the Regional Work and Financial Plan /Annual Performance Measure	None	3 days	Planning Officer III/Ms. Liezyl T. Astodillo
	1.5 Review the consolidated Work and Financial Plan /Annual Performance Measure	None	1 day	PPD Division Chief/Ms. Marifil C. Jugal
	1.6 Endorse to the Budget Section for final review and inputs	None	1 day	Budget Section Head/Ms. Norie C. Castaneda

	1.7 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Route the approved Work and Financial Plan /Annual Performance Measure to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9 Email the approved Work and Financial Plan /Annual Performance Measure to Central Office-Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section
Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

126. Preparation of Proposed Annual Budget for Field Office

Office or Division:		Policy Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Budget Proposal from ODSU's		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits budget proposal to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms. Liezyl T. Astodillo
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
	1.4 Consolidate the Regional Budget Proposal	None	1 day	Planning Officer III/Ms. Liezyl T. Astodillo
	1.5 Endorse to Budget Section for input in the financial part	None	1 day	Budget Section Head/Ms. Norie C. Castaneda
	1.6 Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief/ Ms. Marifil C. Jugal
	1.7 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan

	1.8 Endorsed to NEDA-CAR the approved Budget Proposal	None	4 hours	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9 Email the approved Budget Proposal to NEDA-CAR	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section			
Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

127. Handling of Incoming Documents:

Office or Division:		Records and Archives Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		C2G- Client to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Inward documents for Document Tracking System (TS) encoding		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Delivers document	1.1 Receive, check for completeness	None	5 minutes	Incoming Staff/ PACD Staff/

to the Field Office – RAMS	and marking of communication as “Received”			Guard on duty
	1.2 Prepare Delivery Receipt if directly addressed to specific ODSU or staff	None	10 minutes	Incoming Staff
	1.3 Log the communication to the Data Tracking System (DTS)	None	20 minutes	Incoming Staff
	1.4 Write down the DTS control number to the document and to the Transmittal Logsheet.	None	5 minutes	Incoming Staff
	1.5 Route the document to the office concerned	None	1 hour	Incoming/ outgoing Staff
	1.6 Ensure delivery receipt from concerned ODSU or staff	None	20 minutes	Incoming/ outgoing Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of RAMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR’s office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

128. Facilitation of postage and waybill:

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any document for postage and waybill		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Delivers/ Forwards document to the RAMS	1.1 Receive and check for completeness	None	10 minutes	Outgoing Staff
	1.2 Sort and classify document according to destination and mode of postage	None	20 minutes	Outgoing Staff
	1.3 Prepare and encode document details to the Delivery Receipt	None	30 minutes	Outgoing Staff
	1.4 Packing of document	None	45 minutes	
	1.5 Sign Delivery Receipt	None	10 minutes	Section Head/OIC
	1.6 Send outgoing communications through email, postal services, courier services, or direct delivery to recipient/office	None	6 hours	Outgoing Staff/Messenger
	1.7 File delivery receipt	None	5 minutes	Outgoing Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS			
How complaint is	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed			

addressed	by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RAMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

129. Processing of Freedom of Information (FOI) requests

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Highly Technical		
Type of Transaction:		C2G- Client to Government		
Who may avail:		Any Filipino Citizen/Individual		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
FOI Request Form, Any Government issued ID with photo sent via email or personal		Freedom of Information website, DSWD FOCAR website/FOI portal or at DSWD FOCAR, Northdrive, Baguio City		
Client steps	Section's Actions	Fees to be paid	Processing time (based on DSWD FOI MC 9 s. 2017)	Persons Responsible
1. Submits request and photocopy of ID to RAMS	1.1 Receives and acknowledges FOI request	None	1 working day	Incoming/ PACD Staff/ FOI Receiving Officer (FRO)
	1.2 Reviews and determines if FOI request is denied or granted	None	3 working days	FOI Decision Maker (FDM)
	1.3 If evaluated for extension due to the nature of request	None	10 working days	FDM/ Office Concerned/ Central Office FOI staff

	1.4 Transmittal of Information or action taken to the FRO	None	10 working days	ODSU Concern/ FRO
	1.5 Transmittal of info to the Requesting Party	None	1 day	FRO
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of RAM will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

130. Disposal of Records

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any valueless records for disposal which has reached its retention period		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for disposal to RAMS	1.1 Receives and encodes in the database	None	30 minutes	Disposal Staff
	1.2 Reviews Request Form vis-a-vis approved RDS and previously submitted Inventory of Records	None	1 working day	Disposal Staff
	1.3 Assists the End User for the transfer of records once approved	None	1 working day	Storage Staff
	1.4 Checks documents submitted vis-à-vis request list	None	1 working day	Disposal Staff
	1.5 Updates the Disposal Request form of NAP and Surrenders the documents to the Storage Staff	None	1 working day	Disposal Staff / Storage Staff
	1.6 Finalizes Request for Disposal for RD's approval	None	4 hours	Disposal Staff/ Section Head, Division Chief, Head of Office
	1.7 Forwards request to Central Office-RAMD for	None	1 month	Outgoing Staff/ CO-RAMD

	review and approval			
	1.8 Receives and prepares Final Request and Communication Letter to NAP	None	6 months (*approx.)	Disposal Staff/ Section Head, Division Chief, Head of Office
	1.9 Receives Final Approval and Notice to Proceed from NAP and schedules actual disposal	None	1 working day	Disposal Staff
	1.10 Prepares Sacks/ Documents for Disposal	None	<i>(Done during the 6 months waiting time of response from NAP)</i>	Storage Staff
	1.11 Receives final report and forward to the Archiving Staff	None	30 minutes	Disposal Staff/ Archivist

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RAM will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

131. Inventory of Records

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any records for inventory and storage		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Inventory and Appraisal Forms to RAMS	1.1 Receives and encodes in the database	None	30 minutes	Inventory Staff
	1.2 Reviews Request Form vis-a-vis approved RDS and previously submitted Inventory of Records	None	1 working day	Inventory Staff
	1.3 Assists the End User for the transfer of records once approved	None	1 working day	Inventory Staff
	1.4 Checks documents submitted vis-à-vis request list	None	1 working day	Inventory Staff
	1.5 Updates the Inventory of Records Holdings of NAP and Surrenders the documents to the Archivist	None	1 working day	Inventory Staff / Archivist
	1.6 Finalizes Inventory of Records for RD's approval	None	4 hours	Inventory Staff/ Section Head, Division Chief, Head of Office
	1.7 Forwards request to Central Office-RAMD for review and approval	None	(1 month)	Outgoing Staff/ CO-RAMD
	1.8 Receives final report and forward to the Archiving	None	30 minutes	Inventory Staff/ Archivist

	Staff			
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Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RAM will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

132. Digitization of Records

Office or Division:	Records and Achieves Management Section (RAMS)
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Any vital/permanent records for digitization		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Digitization of Records	1.1 Receives request form from end user, reviews content and records in the database	None	15 minutes	Digitization Staff
	1.2 Grooming	None	10 minutes	Digitization Staff
	1.3 Scanning	None	5 minutes	Digitization Staff
	1.4 Image Quality Audit	None	10 minutes	Digitization Staff
	1.5 Encoding	None	10 minutes	Digitization Staff
	1.6 Quality Assurance	None	10 minutes	Digitization Staff
	1.7 Data Reformatting & Watermark	None	10 minutes	Digitization Staff
	1.8 OCR Processing	None	10 minutes	Digitization Staff
	1.9 Uploading of Images to the Document Management System Viewer	None	10 minutes	Digitization Staff
	1.10 Post Grooming and Rebinding	None	20 minutes	Archivist
	1.11 Assigns document code and files in the Storage Cabinet	None	10 minutes	Archivist

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of RAMS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RAM will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

133. Identification and assessment of Social Pensioners using the General Intake Sheet/Beneficiary Update Form/ Assessment for Barangay Officials

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
General Intake Sheets/ Beneficiary Update Form/Barangay Official Assessment Form		To be secured from the Project Development Officer or LGUs furnished copy		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of BUF /GIS/BOAF for	1.1 Provide copy and assist client during filling up	None	30 minutes or 1 hour	Project Development Officer

assessment	1.2 Interview clients on the socio-economic status of the client	None	30 minutes or 1 hour	Project Development Officer
	1.3 Reviews draft of assessment form and thereafter and let clients signs on the signatory	None	10 minutes	Project Development Officer
	1.4 Conduct secondary assessment from LGUs/neighbours and Barangay officials	None	1 day	Project Development Officer
	1.5 Include list of potential social pensioners in the masterlist	None	1 day	Project Development Officer
Feedback and complaints mechanism				
How to send feedback		Accomplish Grievance form of the Program		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/focar		

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134. Validation of all Social Pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
validation Form for potential social pensioners		To be secured from the Project Development Officers or copy of LGUs		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2.Submit self for validation	1.6Conduct validation to potential social pensioners if in doubt , the PDO can gather information from LGUs, neighbours and barangay officials or other reliable sources of information	None	15-30 minutes	Technical Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email		

	address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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135. Consolidation of the Social Pensioner's List

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Masterlist of potential social pensioners to be forwarded to the ICTMS through the CP I		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Consolidation of the Social Pensioner's List	1.7 Consolidate all potential social pensioners per province/municipalities/barbarian using the excel template	None	1 day	Technical Staff
	1.8 Forward the e-copy to the ICTMS and copy furnished the Social Pension Program	None	5 minutes	Technical Staff
	1.9 Notify the ICTMS and Socpen Staff on the e-copy sent through email	None	5 minutes	Technical Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program			
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send			

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

136. Cleansing /cross-matching of social pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Masterlist of potential social pensioners for crossmatching and eligibility test using the e-copy of BUF or excel type		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Follow-up on the application for social pension program	1.10 Explain the process of crossmatching and eligibility tests	None	5-10 minutes	Technical Staff or admin staff
	1.11 Refer the client to LGUs for any updates of the result of crossmatching/eligibility test	None	5 minutes	Technical Staff or admin staff
		None	5 minutes	Technical Staff
Feedback and complaints mechanism				

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

137. Re-assessment of ineligible list of social pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Beneficiary Update Form		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Complaints on the non-inclusion of names in the masterlist	1.12 Explain the result of the crossmatching and eligibility test	None	5-10 minutes	Technical Staff or admin staff

	1.13 Re-assess client and explain on the criteria of the program	None	5 -10 minutes	Technical Staff or admin staff
	1.14 Forward updates to the Central office for another eligibility test	None	5 minutes	Technical Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

138. Updating on the Social Pension Information System

Office or Division:	Social Pension Program
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Indigent Senior Citizens
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Update the Social Pension Information System (SPIS)		To be secured form electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Informed the program of the wrong spelling, transfer of residence etc.	1.15 Correct the spelling of names and update new address through the updating the SPIS	None	5 minutes	Technical Staff or admin staff
	1.16 Review of the data updated in the system	None	5 minutes	Technical Staff or admin staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints ae processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

139. Payroll Preparation

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU and indigent senior citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
OBR,DV and masterlist; Printed payroll		To be secured by the Project Development Officer or admin staff from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Follow-up semestral pay-out	1.17 Prepare the OBR, DV and masterlist of cleaned masterlist and waitlist; Payroll to be used during pay-out	None	2-3days	Technical Staff or admin staff
	1.18 Identify SDOs to cash advance for the program	None	1 day or two days	Technical Staff
	1.19 Comply any findings from Accounting Section and MAA	None	5 -10 minutes	Technical Staff or admin staff
	Forward to Accounting section the complied findings	None	2minutes	Admin staff
	1.20 Follow up Cash section on the encashment	None	5 minutes	Technical Staff or admin staff
	1.21 Coordinate with LBP on the date of encashment	None	5 minutes	Technical Staff or admin staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

140. Social Pension Pay-out

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU and indigent senior citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved schedule of pay-out and Communication letter for LGUs		To be secured by the Project Development Officer or admin staff from FO or email		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Follow up the schedule of pay-out and communication for LGUs	1.22 Prepare schedule of pay-out	None	2-3days	Technical Staff or admin staff

	1.23 Prepare communication letter	None	1 day or two days	Technical Staff
	1.24 Scanned and send via email the approved schedule of pay-out and communication letter to the program's email address	None	5 -10 minutes	Technical Staff or admin staff
	1.25 PDOs to forward the communication letter to respective LGUs	None	2minutes	Admin staff

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

141. Monitoring of the Social Pension Implementation

Office or Division:		Social Pension Program			
Classification:		Highly Technical			
Type of Transaction:		G2G- Government to Government			
Who may avail:		LGU and indigent senior citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Monitoring and evaluation Form		To be secured by the Project Development Officer or admin staff from the available electronic template of the program			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
Request updates on the paid and unpaid of the program during the pay-out	1.26 Coordinate with paymasters on the paid and unpaid of the different municipalities	None	1 day	Technical Staff or admin staff	
	1.27 Prepare the updated monitoring of the served beneficiaries	None	1 day	Technical Staff	
	1.28 Submit the report to the requesting party	None	5 -10 minutes	Technical Staff or admin staff	
	1.29 Copy furnish the program through email or hard copy	None	2minutes	Admin staff	
Feedback and complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program			
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program			
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

142. Preparation of Project Proposal on ARRU Institutional Development Activities:

Office or Division:	Adoption Resource and Referral Unit			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Project Proposal	End-user/process owner to submit for approval			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
13. Submit signed project proposal	1.87 Receives and logs in the Data Tracking System or logbook	None	1 day	ARRU Staff
	1.88 Review and countersign	None	1 day	ARRU Head/CBS Head/OIC-DC of PSD
	1.3 Logs and records project proposal in the DTS and transmits to Budget and OIC-RD for approval.	None	1 day	ARRU Staff
	1.4 Prepare RFQs and transmit to	None	1 day	ARRU Staff

	BAC for approval			
	1.5 Float RFQs to Service Providers	None	1 day	ARRU Staff
	1.6 Open RFQs and prepare abstract of quotations	None	1 day	BAC/ARRU Staff
	1.7 Conduct post-qualification evaluation	None	1 day	TWG/ARRU Staff
	1.8 Facilitate the purchase or letter order for approval	None	1 day	BAC/ARRU Staff
	1.9 Conduct the activity	None	1 day or 2 to 3 days	ARRU Staff
	1.10 Process the payment	None	3 days	ARRU Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Unit			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Unit			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of ARRU			
Complaint/s through 8888 Desk/ Hotline	Head of ARRU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office located at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

143. Processing of Foster Care Subsidy:

Office or Division:		Adoption Resource and Referral Unit		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Foster Children		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Disbursement Voucher/OS with complete attachments		Caseload Inventory and Documents of Clients		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Submit list of approved Foster Placement Authority of Children and Foster Family Care License of Foster Parents	1.30 Prepare the following: DV/OS; Cash Assistance Payroll; Certificate of Eligibility	None	2 days	ARRU Staff
	1.31 Review and countersign as signatory	None	1 day	ARRU Head
	1.32 Conduct final review and approval	None	1 day	OIC-DC of Protective/OIC-ARDO/Budget/Accounting
	1.33 Process payments of subsidy through ATM deposit in Landbank	None	1 day	Cash Section
	1.5 Inform clients to claim their subsidy	None	1 day	ARRU Staff
	1.6 Monitoring of clients	None	ANA/Monthly/Quarterly	ARRU Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Unit		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the ARRU Head		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be		

	immediately addressed by the ARRU Head
Complaint/s through 8888 Desk/ Hotline	ARRU Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

144. Preparation of Case Study Report:

Office or Division:		Adoption Resource and Referral Unit		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Clients		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Home and Child Study Report with complete supporting documents		Caseload Inventory and Documents of Clients		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submit signed case study report with complete supporting documents	1.4 Receive and log report in the Data Tracking System or logbook	None	1 day	ARRU Staff
	1.5 Review and countersign with complete attachments.	None	1 day	ARRU Head
	1.6 Final review for approval	None	1 day	OIC-DC of Protective Services/OIC-

				RD
	1.4 Present the case in the Regional Matching Conference	None	1 day	ARRU Staff with the Regional Child Welfare Specialist Group
	1.5 Facilitate placement of children	None	1 day	ARRU Staff
	1.6 Monitoring of clients	None	ANA/Monthly/Quarterly	ARRU Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Unit		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the ARRU Head		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRU Head		
Complaint/s through 8888 Desk/ Hotline		ARRU Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

145. Processing of Travel Clearance of Minor Traveling Abroad:

Office or Division:	Minor Traveling Abroad Unit
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Application Form with complete attachments		Documents of Clients		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submit application form with complete attachments	4.12 Receive the properly filled-up application form with complete requirements	300 per travel	1 day	MTA Staff
	4.13 Prepare assessment report	None	1 day	MTA Staff
	4.14 Review and counter sign as signatory	None	1 day	Head of MTA
	4.15 Final review and signs the report with approved travel clearance	None	1 day	OIC-ARDO
	4.16 Logs and records in the DTS or logbook and release travel clearance to the client	None	1 day	MTA Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Unit		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the MTA Head		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the MTA Head		
Complaint/s through 8888 Desk/ Hotline		MTA Head will facilitate the response within the reglementary period and send		

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

146. Preparation of vouchers for Obligation (Financial Assistance)

Office or Division:	Crisis Intervention Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Obligation Request and Status and Disbursement vouchers (DV) with complete attachments	To be submitted by the end user/ process owner			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Prepare OBS and DV for signature with complete attachments	1.2 Signature on the designated box at the DV 1.3 Receives OBS and DV and logs in the Data Tracking System or logbook 1.4 Signature on designated box at the OBS	None	1 day	Section Head
				Technical Staff
				Division Chief
3. Submit Obligation	2.1 Records to DTS and			Technical

Request, DV and complete attachments to Budget Section	logbook and forward to Budget Section			Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Crisis Intervention Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section			
Complaint/s through 8888 Desk/ Hotline	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

147. Preparation of Project Proposals for cash advance of financial assistance:

Office or Division:		Crisis Intervention Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Special Disbursing Officers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved Request for Cash Advance Form		To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be	Processin	Persons

		paid	g time	Responsible
1. Receives Approved Request for Cash Advance Form	1.13 Logs and records request	None		Technical staff
2. Prepares the Project Proposal	2.1 Drafts Project Proposal (PP)	None	5 hours	Technical staff
	2.2 Proof reads and signs PP	None	5 hours	Section Head
	2.3 Logs the PP and forward to PSD	None	30 mins	Technical/ Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Crisis Intervention Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Crisis Intervention Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Crisis Intervention Section			
Complaint/s through 8888 Desk/ Hotline	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

148. Processing of feedback on the referral from partners and stakeholders :

Office or Division:	Crisis Intervention
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Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Referral letter and supporting documents		Not applicable (Generic request may be used by the requesting staff)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Receives the referral letter	1.22 Receives the referral letter and log	None	1 day	Technical Staff
4. Prepares the feedback and referral for approval of Regional Director	1.23 Verify the name of the referred to the Crisis Intervention Monitoring System or to any available monitoring 1.24 Further review the documents attached and inform the client of the needed documentary requirements	None	1 day	Technical Staff
5. Submit feedback and referral to the Regional Director for approval	3.1 Proof reads and counter signs on the feedback and referral letter	None	5 hours	Section Head
	3.2 Routes the referral letter to the Regional Director Records	None	5hours	Administrative Staff

	Section			
Feedback and complaint mechanism	Feedback or complaint whenever available will be addressed and facilitated by the Head of CI Section			
How to send feedback	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section			
How Feedbacks are processed	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaint is addressed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Complaint/s through 8888 Desk/ Hotline	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

149. Provision of Financial Assistance

The provision of financial assistance thru the AICS is in a form of integrated services to individuals in crisis or difficult situation through the Field Office's Crisis Intervention Unit/Section (CIU/CIS). The beneficiaries of the program may also seek assistance directly from the CIU/CIS or satellite office through referral. Direct financial and material assistance may be provided as well as other psychosocial intervention if needed. Other assistance may be the following: transportation, medical, burial, education, food, and cash assistance for other support services.

Office or Division:	Crisis Intervention Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Client steps	Section's Actions	Fees	Processing	Persons

		to be paid	time	Responsible
1. Walk-in/ referred clients inquiry and to submit required documents for financial assistance	1.1 Verifies the client's or beneficiary's name in CrIMS/ on line google sheet/ offline master list to check eligibility of assistance by determining if the client or beneficiary received financial assistance for the past three (3) months.	None	2 minutes	Administrative Staff/ Social Worker
	1.2 Checks the Correctness, Consistency, and Completeness of documentary requirements	None	2 minutes	Administrative Staff/ Social Worker
	1.3 If client has incomplete requirements, give list of required documents and advice client to comeback upon completion of requirements.	None	5 Minutes	Administrative Staff/ Social Worker
2. Get queuing number	2. If client has complete requirements, give queuing number and instruct the client to wait for his/her number to be called. 2.1 Assessment of client	None	1 minute	Administrative Staff/ Social Worker
3. Answers queries	3.1 Call the client through the queuing system 3.2 Interview and fill up the data at the Crisis Intervention Monitoring System (CrIMS)		30 minutes	Social Worker
4. Signs GIS and COE	4.1 Conduct Counselling and Assessment based on the presented problem 4.2 Generate the General Intake Sheet (GIS) from CRIMS	None	3 minutes	Social Worker

5. Signs Acknowledgment Receipt (AR)	4.3 Prepare and fill up three copies of Certificate of Eligibility (COE) and request the client to affix his/her signature in the conforme portion of the COE and GIS	None	2 minutes	Social Worker
	5.1 For outright cash amounting to 10,000 and below			
	5.2 Review of GIS and approval of COE and signs AR and release of assistance	None	10 minutes	CIS Head
	5.3 If Guarantee letter (GL) will be given to the client			
	5.4 Prepare Guarantee letter, Social Case Study Report (SCSR), Obligation Request and Status (ORS) form and Disbursement Voucher (DV) form	None	1 day	Social Worker
	5.5 Reviews and signs/countersigns in the social case study report/supplemental information, Guarantee letter	None	10 minutes	CIS Head
	5.6 Approval of Guarantee Letter and SCSR/ Supplemental information and signs COE amounting up to 20,000			
	5.7 Forward documents to the PSD chief for signature and approval of guarantee letter, SCSR, Supplemental		1 day	CIS Head

6. Pick up guarantee letter and signs the receiving copy	Report amounting to 20,001 to 50,000			
	5.8 Forwards documents to the Asst. Regional Director for approval of guarantee letter, COE, SCSR/SI for 50,001 to 75,000.00		2 days	PSD Chief
	5.9 Forward documents for approval to the ORD for 75,001 to 150,000.00		2 days	ARD for Operations
	5.10 Receive Approved Guarantee Letter from PSD/ ARDO/ RD office			
	6.1 Inform the Client through text message to claim the approved GL at CIS regional Office		7 days	Regional Director
			5 minutes	SWAide
Feedback and complaints mechanism				
How to send feedback	Client will scan his given queing number to kiosk after release of his/her assistance and will accomplish feedback/ complaint form of the Section. The PDPS is designated to generate consolidated feedbacks and will endorse to the CIS Head.			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Crisis Intervention Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section			
Complaint through 8888 Desk/ Hotline	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio			

	City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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150. Submission of Report to GPPB and other agencies such as APCPI, APP and PMR:

Office or Division:		Procurement Section (PS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		GPPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form or Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for copy of APCPI or APP or PMR	1.1 Receives and logs memorandum	None	15 minutes	Section Clerk
	1.2 Reviews memorandum and route to concerned staff	None	15 minutes	PS Head
	1.3 Prepares and Consolidate needed report - APP - PMR - APCPI - Updating of PhilGEPS postings or submission of Justification/ Explanation - Certificate of Compliance for Undertaking of Early Procurement	None	5 days 3 days 3 days 1 day 3 days	Technical Staff

	1.4 Reviews Report	None	1 day	PS Staff
	1.5 Forwards and Logs Report to the DC, BAC Chairperson and Budget Section	None	15 minutes	Section Clerk
	1.6 Receives Report from the DC, BAC Chairperson and Budget Section	None	15 minutes	Section Clerk
	1.7 Routes and Logs Report to the RD for approval	None	15 minutes	Section Clerk
	1.8 Receives and the Logs Report	None	15 minutes	RD's Clerk
	1.9 Signs and Approves the Report	None	1 day	RD
	1.10 Forwards and logs the Approved Report	None	15 minutes	RD's Staff
	1.11 Receives, logs and Route Approved Report	None	15 minutes	Section Clerk
	1.12 Scans Approved Report and Send through email to the Agency Concerned	None	1 hour	Technical Staff

	1.13 Forwards Original Copy of the Report to Records Section for Sending to the Agency Concerned	None	15 minutes	Section Clerk
2. Receives and Acknowledges Report	2.1 Prints Acknowledgement Receipt of Reports from the Concerned Agency	None	15 minutes	PS Head
	2.2 Files Approved Report and Acknowledgement receipt on its respective folders	None	15 minutes	Section Clerk
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Procurement Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Procurement Section			
Complaint/s through 8888 Desk/ Hotline	Head of PS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

151. Conduct of public bidding

Office or Division:		Procurement Section (PS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Internal staff		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PPMP and WFP		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Prints Acknowledgement Receipt of Reports from the Concerned Agency 2. Files Approved Report and Acknowledgement receipt on its respective folders	1.1 None	15 minutes	PS Head	Section Clerk
	1.2 None	15 minutes	Section Clerk	Technical Staff - Procurement Planning and Management Unit (PPMU)
	1.3 Forwards PP/PR/APP to BSU	None	10 minutes	Technical Staff -PPMU
	1.4 Prepares Philippine Bidding Documents and supporting documents	None	1 day	Technical Staff BAC Secretariat Unit (BSU)
	1.5 Reviews Philippine Bidding Documents and supporting documents	None	1 hour	PS Head
	1.6 Establishes BAC quorum for the Pre Procurement Conference	None	1 hour	Technical Staff BAC Secretariat Unit (BSU)

	1.7 Presents Philippine Bidding Documents and supporting documents	None	1 hour	PS Head
	1.8 Reviews Philippine Bidding Documents and supporting documents	None	4 hours	BAC
	1.9 Approves Philippine Bidding Documents and supporting documents	None	5 hours	BAC Chairperson
	1.10 Posts Philippine Bidding Documents and supporting documents at PhilGEPS, DSWD website and conspicuous place	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
	1.11 Awaits posting of advertisement at the PhilGEPS before conduct of Prebid Conference	None	7 days	PhilGEPS website
	1.12 Preparation of Letter to Observers	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
	1.13 Review Letter to Observers	None	1 hour	PS Head
	1.14 Routes Letter to Observer for Approval and Records in the DTS	None	15 minutes	Section Clerk
	1.15 Receives Letter to Observer for approval of the BAC Chairperson and records in the DTS	None	15 minutes	BAC Chairperson Clerk

	1.16 Approves Letter to Observer	None	5 hours	BAC Chairperson
	1.17 Routes and logs Approved Letter to Observers	None	15 minutes	BAC Chairperson Clerk
	1.18 Receives and logs the Approved Letter to Observers	None	15 minutes	Section Clerk
	1.19 Scans the Approved Letter to Observer	None	30 minutes	Section Clerk
	1.20 Sends Scanned Copy of the approved Letter to Observers in the respective email address of the Observer	None	30 minutes	Section Clerk
	1.21 Forwards the Approved copy of the Letter to Observer to BSU	None	5 minutes	Section Clerk
	1.22 Files Approved copy of the Letter to Observer in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU
	1.23 Prepares BAC Resolution for the creation of Technical Working Group –TWG	None	2 hour	Technical Staff - BSU
	1.24 Reviews BAC resolution on the creation of TWG	None	1 hour	PS Head
	1.25 Routes and logs BAC resolution on the creation of TWG to the concerned BAC Members	None	15 minutes	Section Clerk

	1.26 Signs BAC Resolution on the creation of TWG	None	1 day	BAC
	1.27 Files BAC Resolution on the creation of TWG in the Public Bidding Documents	None	5 minutes	Technical Staff-BSU
	1.28 Prepares Minutes of the Pre Procurement Conference	None	4 hours	Technical Staff -BSU
	1.29 Review Minutes of the Pre Procurement Conference	none	1 hour	PS Head
	1.30 Routes and Logs Minutes of the Pre the Pre Procurement Conference	none	15 minutes	Section Clerk
	1.31 Receives Minutes of the Pre Procurement Conference for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	1.32 Approves Minutes of the Pre Procurement Conference	None	5 hours	BAC Chairperson
	1.33 Routes and Logs Approved Minutes of the Pre Procurement Conference	None	15 minutes	BAC Chairperson Clerk
	1.34 Receives, Logs and Routes Approved Minutes of the Pre Procurement Conference	None	15 minutes	Section Clerk
	1.35 Files the Approved Minutes of Pre Procurement	None	5 minutes	Technical Staff - BSU

	Conference in the Folder of the Public Bidding Document			
	1.36 Establishment of BAC quorum for the Conduct of Pre Bid Conference	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
	1.37 Presents of Public Bidding Document	None	1 hour	PS Head
	1.38 Reviews the Public Bidding Documents	None	4 hours	BAC, TWG , Observers and Prospective Bidder
	1.39 Summarize Issues and Recommendation agreed upon for bid issuance of bid bulletin	None	15minutes	Technical Staff- BSU
	1.40 Prepares Supplemental/ Bid Bulletin	none	4 hours	Technical Staff- BSU
	1.41 Reviews Supplemental/ Bid Bulletin	none	1 hour	PS Head
	1.42 Routes and Logs Supplemental/ Bid Bulletin to the BAC Chairperson	none	15 minutes	Section Clerk
	1.43 Receives Supplemental/ Bid Bulletin for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	1.44 Approves Bid Supplement Bulletin	None	5 hours	BAC Chairperson
	1.45 Routes and Logs Approved Bid Supplement Bulletin	None	15 minutes	BAC Chairperson Clerk

	1.46 Receives, Logs and Routes Approved Bid Supplement Bulletin	None	15 minutes	Section Clerk
	1.47 Post Bid Supplement Bulletin in the PhilGEPS Note: Posting should be seven calendar days before deadline for the submission of bids)	none	1 hour	Technical Staff -BSU
	1.48 Prepares Minutes of the Pre Bid Conference	None	4 hours	Technical Staff –BSU
	1.49 Reviews Minutes of the Meeting Pre Bid Conference	none	1 hour	PS Head
	1.50 Routes and Logs Minutes of the Pre Bid Conference to the BAC Chairperson	none	15 minutes	Section Clerk
	1.51 Receives Minutes of the Pre Bid Conference for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	1.52 Approves Minutes of the Pre Bid Conference	None	5 hours	BAC Chairperson
	1.53 Routes and Logs Approved Minutes of the Pre Bid Conference	None	15 minutes	BAC Chairperson Clerk
	1.54 Receives, Logs and Routes	None	15 minutes	Section Clerk

	Approved Minutes of the Pre Bid Conference			
	1.55 Scans the Approved Minutes of the Pre Bid Conference and Bid Supplement Bulletin	None	30 minutes	Technical Staff – BSU
	1.56 Sends Scanned Copy of the Approved Minutes of the Pre Bid Conference (within 5 days after the conduct of pre bid conference) and Supplemental/ Bid Bulletin (at least 7 calendar days before submission and receipt of bids) to ICTMS for Posting in the DSWD Website	None	30 minutes	Technical Staff – BSU
	1.57 Post in the DSWD Website the Approved Minutes of the Pre Bid Conference and at PhilGEPS website the Supplemental/ Bid Bulletin	None	1 hour	ICTMS Staff Technical Staff-BSU
	1.58 Files the Approved Minutes of the Pre Bid Conference and Bid Supplement Bulletin in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU

	1.59 Awaits Submission of Bid	None	12 days	
3. Buys bid documents	2.1 Receives payment of bid documents	500,000 and below = P 500.00 More than 500,000 up to 1 Million 1,000.00 More than 1 Million up to 5 Million = P5,000.00 More than 5 Million up to 10 Million =P10,000.00 More than 10 Million up to 50 Million =P25,000.00 More than 50 Million up to 500 Million =P50,000.00 More than 500 Million =P75,000.00	15 minutes	Cash Staff
4. Submission of Bids by the Prospective Bidder	3.1 Receives the Bid Document and Official Receipt from the Supplier	None	15 minutes	Section Clerk
	3.2 Scans the Official Receipt	None	15 minutes	Technical Staff-BSU
	3.3 Establishment of quorum	None	1 hour	Technical Staff-BSU
	3.4 Conducts Bid Opening, Evaluates the eligibility of the bids submitted – technical and financial component	None	1 hour	BAC, TWG, Observer and Supplier

	3.5 Declares the lowest bid as read	None	15 minutes	BAC
	3.6 Prepares Abstract of Bid As Read	None	1 hour	Technical Staff-BSU
	3.7 Reviews Abstract of Bid As Read	None	1 hour	PS Head
	3.8 Routes and logs Abstract of Bid As Read to the concerned BAC Members	None	1 day	Section Clerk
	3.9 Prepares Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	2 hour	Technical Staff-BSU
	3.10 Reviews Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	1 hour	PS Head
	3.11 Routes and Logs Acknowledgement Letter to all Bidders who participated in the Bidding Process to the BAC Chairperson	none	15 minutes	Section Clerk
	3.12 Receives Acknowledgement Letter to all Bidders who participated in the Bidding Process for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk

	3.13 Approves Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	5 hours	BAC Chairperson
	3.14 Routes and Logs Approved Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	15 minutes	BAC Chairperson Clerk
	3.15 Receives, Logs and Routes Approved Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	15 minutes	Section Clerk
	3.16 Sends Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	1 hours	Technical Staff - BSU
5. Receives Acknowledgement Letter to all Bidders who participated in the Bidding Process	4.1 Files the Approved Acknowledgement Letter to all Bidders who participated in the Bidding Process in the Folder of the Public Bidding Documents	None	15 minutes	Technical Staff - BSU
	4.2 Conducts of Bid Evaluation and Submits report	None	7 days	BAC TWG
	4.3 Review of the Bid Evaluation Report and	None	1 hour	PS Head

	Abstract of Bid as Calculated			
	4.4 Establishment of BAC quorum	None	1 hour	Technical Staff - BSU
	4.5 Presentation of Bid Evaluation Report and Abstract of Bid as Calculated	None	1 hour	BAC TWG
	4.6 Evaluation of the Report and Signing of the Abstract of Bid as Calculated	None	1 hour	BAC
	4.7 Preparation BAC Resolution as the Lowest Calculated Bid	None	2 hour	
	4.8 Reviews BAC Resolution as the Lowest Calculated Bid	None	1 hour	
	4.9 Routes and logs BAC resolution as the Lowest Calculated Bid to the concerned BAC Members	None	15 minutes	Section Clerk
	4.10 Signs BAC resolution as the Lowest Calculated Bid	None	1 day	BAC
	4.11 Files BAC resolution as the Lowest Calculated Bid in the Public Bidding Documents	None	5 minutes	Technical Staff- BSU
	4.12 Prepares Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post	None	2 hour	Technical Staff- BSU

	Qualification Documentary Requirements and Conduct of Post Qualification			
	4.13 Reviews Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	1 hour	PS Head
	4.14 Routes and Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification to the BAC Chairperson	none	15 minutes	Section Clerk
	4.15 Receives Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk

	4.16 Approves Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	5 hours	BAC Chairperson
	4.17 Routes and Logs Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	15 minutes	BAC Chairperson Clerk
	4.18 Receives, Logs and Routes Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	15 minutes	Section Clerk
	4.19 Sends Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification	None	1 hour	Technical Staff - BSU

	Documentary Requirements and Conduct of Post Qualification			
5. Receives Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	5.1 Files the Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification in the Folder of the Public Bidding Documents	None	15 minutes	Technical Staff - BSU
	5.2 Conducts and Prepares of Post Qualification	None	12 days	BAC TWG
	5.3 Review of Post Qualification Report	None	1 hour	PS Head
	5.4 Establishment of BAC quorum	None	1 hour	Technical Staff - BSU
	5.5 Presentation of Post Qualification Report	None	1 hour	BAC TWG
	5.6 Evaluation of the Report	None	1 hour	BAC
	5.7 Preparation BAC Resolution Declaring the Lowest /Single Calculated responsive Bid and Recommendation of the Award	None	2 hour	Technical Staff - BSU

	5.8 Reviews BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation of the Award	None	1 hour	
	5.9 Routes and logs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation of the Award to the concerned BAC Members	None	15 minutes	Section Clerk
	5.10 Signs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation of the Award	None	1 day	BAC
	5.11 Route BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation of the Award for approval of the HOPE	None	15 minutes	Section Clerk
	5.12 Receives and logs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation	none	15 minutes	ORD Staff

	on of the Award for approval of the HOPE			
	5.13 Approves BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	none	1 day	HOPE
	5.14 Routes Approved BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	15 minutes	ORD Staff
	5.15 Receives and logs Approved BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	15 minutes	Section Clerk
	5.16 Files BAC resolution as the Lowest Calculated Bid in the Public Bidding Documents	None	5 minutes	Technical Staff- BSU
	5.17 Prepares Notice of Post Qualification	None	1 hour	Technical Staff- BSU
	5.18 Reviews Notice of Post Qualification	None	1 hour	PS Head

	5.19 Routes and logs Notice of Post Qualification to the BAC Chairperson	None	15 minutes	Section Clerk
	5.20 Receives Notice of Post Qualification for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	5.21 Approves Notice of Post Qualification	None	5 hours	BAC Chairperson
	5.22 Routes and Logs Approved Notice of Post Qualification	None	15 minutes	BAC Chairperson Clerk
	5.23 Receives, Logs and Routes Approved Notice of Post Qualification	None	15 minutes	Section Clerk
	5.24 Sends Notice of Post Qualification to the winning bidder	None	1 day	Technical Staff- BSU
6. Receives Notice of Post Qualification	6.1 Filling of the approved Notice of Post Qualification	None	15 minutes	Technical Staff -BSU
	6.2 Prepares Certificate of Availability of Funds (CAF), Obligation Request (ORS)	None	1 hour	Technical Staff - BSU
	6.3 Routes and logs CAF, ORS for Signing of Box A of the Concerned Division Chief	None	15 minutes	Section Clerk

	6.4 Receives and logs Certificate of Availability of Funds, Obligation Request for signing of Box A	None	15 minutes	Division Clerk
	6.5 Signs Box A of the ORS	None	5 hours	Division Chief
	6.6 Submits ORS and CAF to Budget Section	none	15 minutes	Division Clerk
	6.7 Route and logs Signed CAF and ORS	none	15 minutes	FMD Clerk
	6.8 Receives and logs signed CAF and ORS	none	15 minutes	Section Clerk
	6.9 Prepares Notice of Award	none	1 hour	Technical Staff - BSU
	6.10 Reviews Notice of Award	None	1 hour	PS Head
	6.11 Routes and logs Notice of Award	None	15 minutes	Section Clerk
	6.12 Receives and logs Notice of Award for initial of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	6.13 Initials in the Notice of Award	none	5 hours	BAC Chairperson
	6.14 Routes and logs Initialed Notice of Award for approval of the RD	none	15 minutes	BAC Chairperson Clerk
	6.15 Receives and logs Initialed Notice of Award for approval of the RD	none	15 minutes	ORD Staff
	6.16 Signs Notice of Award	none	1 day	RD

	6.17 Routes and logs signed Notice of Award	None	15 minutes	ORD Staff
	6.18 Receives and logs signed Notice of Award	None	15 minutes	Section Clerk
	6.19 Sends Notice of Award to the winning bidder	None	1 day	Technical Staff- BSU
7. Receives Notice of Award	7.1 Receives , logs and routes the Confirmed Notice of Award from the winning bidder	none	15 minutes	Section Clerk
	7.2 Scans Notice of Award and resolution of Award	None	15 minutes	Technical Staff – BSU
	7.3 Posts Notice of Award and resolution of Award at PhilGEPS website within 3 days upon receipt from the winning bidder and sends to ICTMS for posting in the DSWD Website	None	1 hour	Technical-BSU and ICTMS
	7.4 Files the Notice of Award confirmed by the winning bidder	None	5 minutes	Technical Staff- BSU
8. Submission of Performance Bond		Goods and Consulting Services – Five percent (5%) Infrastructure Projects – Ten percent (10%) if in the	10 days	Winning Bidder

		<p>form of</p> <p>a) Cash or cashier's /manager's check issued by a Universal or Commercial Bank</p> <p>b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank</p> <p>Thirty percent (30%)</p> <p>c.) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security</p>		
	8.1 Receives, Logs and routes Performance Security	None	15 minutes	Section Clerk

	8.2 Files Performance Security	None	5 minutes	Technical Staff-BSU
	8.3 Preparation of Contract of Agreement	None	4 hours	Technical Staff-BSU
	8.4 Review Contract of Agreement	None	1 hour	PS Head
	8.5 Forwards and logs Contract of Agreement to the End User for Signing	None	15 minutes	Section Clerk
	8.6 Receives and logs Contract of Agreement	None	15 minutes	End User Clerk
	8.7 Signs in the Contract of Agreement	None	1 hour	End User
	8.8 Submits Contract of Agreement at the Accounting Section for Signature	None	15 minutes	End User Clerk
	8.9 Forwards signed Contract of Agreement by the Accountant to the PS	None	15 minutes	Accounting Clerk
	8.10 Receives Signed Contract of Agreement from the Accountant and routes to RD for signing	None	15 minutes	Section Clerk
	8.11 Receives and logs Contract of Agreement for signature of RD	None	15 minutes	Section Clerk

	8.12 Signs Contract of Agreement	None	1 day	RD
	8.13 Routes and logs signed Contract of Agreement	None	15 minutes	ORD Staff
	8.14 Receives and logs signed Contract of Agreement form RD	None	15 minutes	Section Clerk
	8.15 Sends Contract of Agreement to the Winning Bidder	none	1 day	Technical Staff - BSU
9. Signs Contract and Notarize			1 day	Winning Bidder
	9.1 Receives signed and Notarize Contract	None	15 minutes	Section Clerk
	9.2 Prepares Notice to Proceed	None	1 hour	Technical Staff - BSU
	9.3 Reviews Notice to Proceed	None	1 hour	PS Head
	9.4 Routes and logs Notice to Proceed	None	15 minutes	Section Clerk
	9.5 Receives and logs Notice to Proceed for signing of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	9.6 Initials in the Notice to Proceed	none	5 hours	BAC Chairperson

	9.7 Routes and logs Initialed Notice to Proceed for approval of the RD	none	15 minutes	BAC Chairperson Clerk
	9.8 Receives and logs Initialed Notice to Proceed for approval of the RD	none	15 minutes	ORD Staff
	9.9 Signs Notice to Proceed	none	1 day	RD
	9.10 Routes and logs signed Notice to Proceed	None	15 minutes	ORD Staff
	9.11 Receives and logs signed Notice to Proceed	None	15 minutes	Section Clerk
	9.12 Sends Notice to Proceed to Winning Bidder	None	1 hour	Technical Staff- BSU
10. Receives Notice to Proceed	10.1 Receives, logs and route confirmed Notice to Proceed	None	15 minutes	Section Clerk
	10.2 Scans Notice to Proceed	None	15 minutes	Technical Staff-BSU
	10.3 Posts Notice to Proceed and Contract of Agreement in the PhilGEPS Website	None	30 minutes	Technical Staff-BSU
	10.4 Files Notice to Proceed and Contract of Agreement in the folder of the Public Bidding Documents	none	5 minutes	Technical Staff - BSU

	10.5 Reproduction of bidding documents and its supporting documents and Proper Tabbing in 3 sets (Original copy, Copy 1 and File Copy)	None	1 day	Technical Staff - BSU
	10.6 Forwards two sets of Bidding Documents to Accounting	none	15 minutes	Technical Staff - BSU
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Procurement Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Procurement Section			
Complaint/s through 8888 Desk/ Hotline	Head of PS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

152. Conduct of alternative mode of procurement

Office or Division:		Procurement Section (PS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Internal staff		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PPMP and WFP		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit PPMP and WFP to PS	1.1 Receives and logs PPMP and WFP	None	15 minutes	Section Clerk
	1.2 Reviews PPMP submitted	None	4 hours	Technical staff
	1.3 Updates APP based on the PPMP submitted	None	2 hour	Technical Staff
	1.4 Reviews APP	None	1 hour	PS Head
	1.5 Forwards APP to Budget Section	None	15 minutes	Section Clerk
	1.6 Forwards APP to RD's Office for approval	None	15 minutes	Section Clerk
	1.7 Receives and Files Approves APP	None	15 minutes	Section Clerk
2. Submits PR/PP and other supporting documents like design, distribution list, menu, training program and requirements, CBA etc. for Numbering	2.1 Numbers and PR/PP	None	15 minutes	Section Clerk
	2.2 Reviews PR/PP and its supporting documents and routes to PPMU	None	1 hour	PS Head
	2.3 Forwards PP/PR to Budget Section for Earmarking of Fund Availability	None	15 minutes	Section Clerk
3. Forwards PP/PR to RD for Approval				Budget Section

4. Submits Approved PP/PR and other supporting documents like design, distribution list, menu, training program and requirements, CBA etc. for Preparation of RFQ	4.1 Receives, Logs PP/PR and its supporting document and update PMR	None	15 minutes	Section Clerk
	4.2 Prepares Request for Quotation (RFQ) per category/classification	None	2 hours	Technical Staff
	4.4 Reviews RFQ	None	1 hour	PS Staff
	4.5 Routes RFQ to Technical Expert and End user for review and initial and update PMR	None	15 minutes	Section Clerk
	4.6 Reviews technical Specification of the RFQ and initials	None	1 day	Technical Expert/ End User
	4.7 Forwards RFQ BAC Chairperson	None	5 hours	BAC Chairperson
	4.8 Receives Approved RFQ from BAC Chairperson and update PMR	None	15 minutes	Section Clerk

	4.9 Stamps Deadline of the RFQ and Letter of Invitation	None	20 minutes	Technical Staff
	4.10 Scans and Posts in PhilGEPS if RFQ is 50,000 and above	None	1 hour	Technical Staff
	4.11 Routes RFQ ans LOI to End User for canvassing and update PMR	None	1 hour	Technical Staff
5. Receives RFQ and LOI for floating of Canvassers to Suppliers (maximum of 3 days)	5.1 Receives and reviews completeness of RFQ, LOI and Eligibility Requirements from the End User , updates PMR and route to BAC Sec Unit	None	30 minutes	Section Clerk
	5.2 Reviews and Prepares Abstract of Canvass	None	2 hours	Technical Staff - BSU
	5.3 Enters the Abstract of Canvass in the BAC Agenda	None	1 hour	Technical Staff - BSU
	5.4 Prints Abstract of Canvass and BAC Agenda	None	30 minutes	Technical Staff - BSU
	5.5 Reviews Abstract of Canvass vis-à-vis BAC Agenda	None	1 hour 30 minutes	PSU Head
	5.6 Establishment of quorum	None	1 hour	Technical Staff-BSU
	5.7 Presentation of the BAC Agenda	None	2 hours	BAC Secretariat

	5.8 Evaluates the bids submitted – technical and financial component	None	1 hour	BAC, User Technical Expert	End and
	5.9 Instructs conduct of post qualification on some RFQs	None	15 minutes	BAC	
	5.10 Prepares transmittal for the conduct of Post Qualification of TWG and update PMR	None	1 hour	Technical Staff	
6. Conduct of Post Qualification			3 days	TWG	
7. Submits Post Qualification	7.1 Receives Post Qualification Report and update PMR	None	15 minutes	Section Clerk	
	7.2 Presentation of Post Qualification Report to BAC	None	1 hour	BAC Secretariat	
	7.3 Evaluates Post Qualification Report	None	1 hour	BAC, User Technical Expert	End and
	7.4 Declares the lowest calculated responsive bid	None	15 minutes	BAC	
	7.5 Preparation of BAC Resolution	None	2 hours	Technical Staff	
	7.6 Reviews BAC resolution	None	1 hour	PS Head	

	7.7 Routes BAC Resolution to BAC Members and Update PMR	None	15 minutes	Section Clerk
	7.8 Signs BAC Resolution	None	1 day	BAC members
	7.9 Routes BAC Resolution to the HOPE for approval and update PMR	None	1 hour	Section Clerk
	7.10 Signs BAC Resolution	None	1 day	HOPE
	7.11 Routes approved BAC Resolution	None	15 minutes	RD's Staff
	7.12 Receives approved BAC Resolution and update PMR and Routes	None	15 minutes	Section Clerk
	7.13 Prepares Purchase Order	None	1 hour	Technical Staff – Contract Management unit (CMU)
	7.14 Reviews Purchase Order	None	1 hour	PS Head
	7.15 Forwards PO to End User for Signing of BOX A and update PMR	None	15 minutes	Section Clerk
8. Signs Box A and forwards Box B of Budget Section for Processing of Purchase Order				

9. Budget Section Forwards PO to Accounting Section				
10. Accounting Section forwards PO to the RD for Approval				
	10.1 Receives Approved Purchase Order and Update PMR	None	15 minutes	Section Clerk
	10.2 Transmit Purchase Order to End User for Confirmation of Supplier	None	15 minutes	Section Clerk
11. Receives Purchase order for Confirmation of Supplier			1 day	
12. Forwards to COA copy of the Confirmed Purchase Order			5 days upon receipt of PO of the Supplier	
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Procurement Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Procurement Section			
Complaint/s	Head of PS will facilitate the response within the reglementary			

through 8888 Desk/ Hotline	period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

153 . Processing of Regional Communication Plan

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		SMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Provides memorandum for the submission of Regional Communication Plan (RCP)	1.1 Receives request with notation from the RD	None	1 hour	Administrative staff/ Information Officer
	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request	2.1 Submits action/ document to RD	None	8 days	Information Officer

with order from RD	2.2 Routes to the Office of the RD	None	1 day	Administrative staff/ Information Officer
3. Submits signed RCP	3.1 Receives RCP and routes to RAMS	None	1 day	Administrative staff/ Information Officer
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Information Officer			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Information Officer			
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

154. Processing of Request for media releases and other materials

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		SMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request/ memo for media	1.1 Receives request with notation from the RD/	None	1 hour	Administrative staff/ Information Officer

releases and other materials	receives e-mail			
	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request with order from RD/ e-mail	2.1 Draft/ prepare materials needed	None	3 days	Technical staff/ Information Officer
	2.3 Routes to the Office of the RD	None	1 day	Administrative staff/ Information Officer
3. Submits approved materials	3.1 Receives approved materials and routes to RAMS/ sends to clients	None	1 day	Administrative staff/ Information Officer
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Information Officer			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Information Officer			
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

155. Technical assistance on IEC materials

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for design/ proposed design of IEC material	1.1 Receives document	None	1 hour	Administrative staff/ Information Officer
	1.2 Reviews the design	None	1 hour	Administrative staff/ Information Officer
	1.3 If approved, signs and route to the RD for approval	None	1 hour	Technical staff
	1.4 If not, Information Officer provides inputs in document or layouts design based on DSWD branding guidelines and specifications. Routes to end-user and Management for approval	None	4 days	Administrative staff
	1.5 Provides approved design to end-user	None	1 hour	Administrative staff/ Information Officer
Feedback and complaints mechanism				
How to send	Accomplish feedback/ Complaint form of the Section			

feedback	
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Information Officer
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Information Officer
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

156. Technical assistance on advocacy support (e.g. facilitation of interview, good practice documentation, facilitation of activity)

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for Technical Assistance	1.1 Receives request	None	1 hour	Administrative staff/ Information Officer
	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
	1.3 Reviews the request and provide inputs and provide	None	1 hour	Technical staff

	action			
	1.4 If necessary, prepares document/ material and route to the RD for approval	None	1 hour	Administrative staff/ Information Officer
	1.5 Provides approved document/ material/ action to end-user	None	1 hour	Administrative staff/ Information Officer
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Information Officer			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Information Officer			
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

157. Preparation of APP-CSE

Office or Division:	Property and Asset Management Section (PAMS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	External or Internal Auditors / FMS

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Data and information from the DTS, active records, logbooks and other electronic and written reports		To be secured by the technical staff from the available and/ or active written and electronic reports by the PAMS			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of Liquidation report through issuance of memorandum	1.5	Secures all requirements to be used as reference	None	7 days	Technical Staff
	1.6	Prepares draft of report	None	7 days	Technical Staff
	1.7	Reviews draft of report and thereafter counter signs on the signatory	None	3 days	Technical Staff
	1.8	Conduct final review and signs the report	None	1 day	Head of Accounting Section
	1.9	Conduct final review and signs the report	None	1 day	Regional Director
	1.6	Logs and records DV in the DTS and transmits to the client	None	1 day	Administrative Staff
Feedback and complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the			

	Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

158. Acceptance of supplies and equipment

Office or Division:		Property and Asset Management Section (PAMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed and accomplish forms with inventory of supplies and or equipment		To be secured by the client from the Property and Asset Management Section		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request Report on Supplies and Materials Issued through	1.11 Receives request and ensures all signatories are completed,	None	1 day	Administrative Staff

issuance of memorandum	and checks specification of supplies and equipment			
	1.12 Inspects supplies and equipment	None	5 hours	Administrative Staff
	1.13 Receives supplies and equipment and signs on the Inspection and Acceptance Report	None	5 hours	Administrative Staff
	1.14 Logs and records report's information in the DTS	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or		

	through Facebook account: www.facebook.com/dswdfocar
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159. Reconciliation of PPEs

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Data and information from the DTS, active records, logbooks and other electronic and written reports	To be secured by the technical staff from the available and/ or active written and electronic reports by the PAMS			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of Reconciliation Report through issuance of memorandum	1.6 Secures all requirements to be used as reference and convenes concerned committee	None	7 days	Technical Staff
	1.7 Prepares draft of report	None	7 days	Technical Staff
	1.8 Reviews draft of report and thereafter counter signs on the signatory	None	3 days	Technical Staff
	1.9 Conduct final review and signs the report	None	1 day	Head of Accounting Section
	1.10 Conduct final review and signs the report	None	1 day	Regional Director
	1.6 Logs and	None	1 day	Administrative

	records DV in the DTS and transmits to the client			Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of PAM Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

160. Disposal of properties or properties-negotiated, properties- destruction, properties-bidding, properties-barter.

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Inventory of properties, data and information from the DTS, active records, logbooks and other electronic and written reports	To be secured by the technical staff from the available and/ or active written and electronic reports by the PAMS			
Client steps	Section's Actions	Fees to be	Processing time	Persons Responsible

		paid		
2. Request copy of Disposal Report through issuance of memorandum	1.6 Secures all requirements to be used as reference and convenes concerned committee	None	7 days	Technical Staff
	1.7 Prepares draft of report	None	7 days	Technical Staff
	1.8 Reviews draft of report and thereafter counter signs on the signatory	None	3 days	Technical Staff
	1.9 Conduct final review and signs the report	None	1 day	Head of Accounting Section
	1.10 Conduct final review and signs the report	None	1 day	Regional Director
	1.6 Logs and records DV in the DTS and transmits to the client	None	1 day	Administrative Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of PAM Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356-68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

161. Processing of Property and Transfer Report and Turn-over:

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Signed and accomplish forms with inventory of supplies and or equipment	To be secured by the client from the Property and Asset Management Section or from its network shared folder.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

2. Request Report on Supplies and Materials Issued through issuance of memorandum	1.7 Receives request and ensures all signatories are completed, and checks specification of supplies and equipment	None	1 day	Administrative Staff
	1.8 Inspects supplies and equipment	None	2 days	Administrative Staff
	1.9 Encodes in the system and accomplish forms	None	2 days	Administrative Staff
	1.10 Logs and records report's information in the database	None	1 day	Administrative Staff
	1.11 Facilitate the physical transfer of the property to the client	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of PAM Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		

Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar
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162. Processing of Waste Material Report:

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Entire records of waste materials, and other data and information from the DTS, active records, logbooks and other electronic and written reports	To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of BFAR 4 through issuance of memorandum	1.10 Receives request and secures all requirements to be used as reference	None	5 hours	Technical Staff
	1.11 Prepares draft of report	None	5 hours	Technical Staff
	1.12 Reviews draft of report and thereafter counter signs on the signatory			

	1.13 Conducts final review and signs the report	None	5 hours	Head of Accounting Section
	1.14 Signs the report	None	5 hours	Regional Director
	1.15 Logs and records report's information in the DTS and transmits to the client	None	5 hours	Administrative Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of PAM Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar		

163. Processing of gate pass or property acknowledgment receipt:

Office or Division:	Property and Asset Management Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government

Who may avail:		Staff (internal public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Entire records of properties, and other data and information from the DTS, active records, logbooks and other electronic and written reports		To be secured by the staff from the network shared folder of PAMS			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
2. Request copy approval of gate pass or property acknowledgement receipt through actual	1.16 Receives request and secures all requirements to be used as reference	None	1 day	Technical Staff	
	1.17 Prepares reviews gate pass and inspects property	None	1 day	Technical Staff	
	1.18 Forwards to Head of PAMS for signature	None	5 hours	Head of Accounting Section	
	1.19 Signs the report	None	2 hours	Regional Director	
	1.20 Releases approved gate pass or property acknowledgement receipt to requestor-staff	None	3 hours	Administrative Staff	
Feedback and complaint mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed		Any complaint written, through private message,			

	text or complaint through quad-media will be immediately addressed by the Head of PAM Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

164. Processing of Request to Attend External Institutional Development and Capability Building Activities (Local)

Office or Division:		Learning and Development Section		
Classification:		Highly Technical		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public (Staff)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Personnel Development Committee (PDC) Nomination Form		May be downloaded from the network shared folder. This can also be filled out directly through the online google form. The link is usually provided in the Call for Nomination.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IDCBA invitation	1.1 Receives and logs the IDCBA invitation duly endorsed/approved by the Regional Director.	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for nomination.	None	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call for nomination.	None	5-10 minutes	LDS Head

	1.4 Routes the call for nomination for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for nomination.	None	1-5 minutes	Administrative staff
2. Fills out and submits signed nomination form.	2.1 Receives and consolidates/encodes data in the matrix of qualification.	None	1-4 days (depending on the given deadline of submission of nomination)	Administrative staff
	2.2 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	2.3 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	2.4 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	2.5 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	2.6 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	2.7 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	2.8 Reviews the resolution.	None	5-10 minutes	LDS Head
	2.9 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	2.10 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	2.11 Prepares the congratulatory letter, RSO/Authority, and the L&D Undertaking Form.	None	15-30 minutes	Technical staff

	2.12 Reviews the congratulatory letter, RSO/Authority, and the L&D Undertaking Form.	None	5-10 minutes	LDS Head
	2.13 Routes the letter and RSO/Authority for signing.	None	1-5 minutes	Administrative staff
	2.14 Receives and routes/sends the documents thru email to the concerned staff.	None	1-5 minutes	Administrative staff
3. Fills out the L&D Undertaking form and submits back to LDS.	3.1 Receives, logs, and files the accomplished L&D undertaking to the individual folder of staff.	None	1 day	Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.			
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

165. Processing of Payment for the Registration Fee of Staff who were Endorsed to Attend External IDCBA

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Approved PDC Resolution to Attend External IDCBA 2. Signed RSO or Authority to Attend		-May be downloaded from the network shared folder. - May be downloaded from the network shared folder.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Prepares ORS/DV for payment.	None	10-15 minutes	Administrative or technical staff
	2. Photocopies and attaches required documents.	None	10-15 minutes	Administrative staff
	3. Certifies photocopy of the attachments and signs DV.	None	5-10 minutes	LDS Head
	4. Routes the ORS/DV and its attachments for signing and processing at the FMD.	None	1-5 days	Administrative staff
	5. Follows up with the Cash Section the availability of the cheque/ADA for payment.	None	1-5 minutes	Administrative staff
	6.1.1 In case the payment is made thru cheque, informs the organizer to pick up the cheque (if they are within Baguio and La Trinidad area) or instructs the concerned staff to deposit the cheque (if the organizer is outside Baguio or La Trinidad area). 6.1.2 If the payment is made thru ADA, informs the concerned staff that the payment	None	10-15 minutes	Administrative staff

	was already deposited, sends copy of the validated ADA to the organizer, and requests for an official receipt to be mailed to the Field Office.			
7. Deposits cheque to the bank account of the organizer and submits deposit slip to the Cash Section and LDS.	7.1 Sends thru email the copy of the deposit slip and requests the organizer for an official receipt to be mailed to the Field Office.	None	1-2 hours	Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.			
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			