

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2024 (1ST Edition)



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2024 (1ST 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:

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

III. Mission:

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

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 our clients promptly of our actions taken so far and clearly explain the reason/s for such delay.

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

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



Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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



LIST OF SERVICES

I. Mandate:	3
II. Vision:	3
III. Mission:	3
IV. Service Pledge:	3
Quality Policy	4
CENTRAL OFFICE	44
CENTRAL OFFICE	. 11
FRONTLINE SERVICES	11
ADMINISTRATIVE SERVICE	40
	. 12
Issuance of Gate Pass for Properties for Repair/ Replacement/ Transfer/Disposal/Other Modes of Disposition	13
Issuance of Property Clearance for Separated Official and Employees	
3. Receiving Request for Information	
DIGITAL MEDIA SERVICE	
1. Facilitation of Media Interview	
DISASTER RESPONSE MANAGEMENT BUREAU	
1. Processing of FNI Augmentation Request from DSWD Field Offices	
2. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices	
FINANCIAL MANAGEMENT SERVICE	
1. Processing of BIR Form 2322 : Certificate of Donation	
2. Processing of Request for Accounting Certifications for Former DSWD	
Employees	. 62
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE	68
Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers	
2. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP	
(CNLWOP) to Separated Officials and Employees	. 71
3. Issuance of Completed Office Clearance Certificate for Money, Property,	
and Legal Accountabilities to Separated Officials and Employees	. 76
4. Issuance of Service Record to Separated Officials and Employees	79
LEGAL SERVICE	0.3



Rendering Legal Opinion and Advice on Matters Brought by External Cli (Written Request)	
NATIONAL HOUSEHOLD TARGETING OFFICE	86
Data Sharing – List of Data Subjects	87
2. Data Sharing – Name Matching	94
3. Data Sharing – Statistics/Raw Data Request	99
4. Walk-in Name Matching Data Request	103
NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU	.105
1. Local In-Kind Donations Facilitation	.106
PANTAWID PAMILYANG PILIPINO PROGRAM	109
Grievance Intake and Response	. 110
POLICY DEVELOPMENT AND PLANNING BUREAU	. 115
Approval for the Conduct of Research Study and Acquiring Primary Data From DSWD Officials/Personnel, Beneficiaries, and Clients	
2. Obtaining Social Welfare and Development Data and Information	.124
PROGRAM MANAGEMENT BUREAU	129
Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)	
Offsite Implementation or Assessment of Individual Clients outside the	100
DSWD Offices (CIU/COS/SWAD OFFICES)	141
SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU	149
DSWD Academy Function Room Reservation and Use	150
2. DSWD Academy Guest Room Reservation and Use	156
 Provision of Resource Person to DSWD Intermediaries and Stakeholder 162 	s
STANDARDS BUREAU	168
Accreditation of Civil Society Organizations (CSOs): To Implement DSW Projects and/or Program using DSWD Funds	
Accreditation of Social Welfare and Development Programs and Service (Licensed Private SWAs and Public SWDAs)	
3. Accreditation of Social Worker Managing Court Cases	189
4. Endorsement of Duty Exempt Importation of Donations to SWDAs	199
 Issuance Of Certificate Of Authority To Conduct National Fund-Raising Campaign To Individual, Corporation, Organization: National Regular Perm 209 	ıit
6. Issuance of Certificate of Authority to Conduct National Fund-Raising	



During State of Emergency/Calamity	226
7. Licensing of Private Social Welfare and Development Agencies (SWDAs Operating in More Than One Region	s) –
8. Registration of Private Social Welfare and Development Agencies (SWD Operating in More than One Region	
SUSTAINABLE LIVELIHOOD PROGRAM	273
1. Grievance Management Process	274
 Process for Referrals received through Individual / Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions 	
3. Process for the Provision of Livelihood Assistance to Walk-in Clients	
CENTRAL OFFICE	2
NON-FRONTLINE SERVICES	2
ADMINISTRATIVE SERVICE	2
Facilitation of Request for Relief from Property Accountability from Commission on Audit	2
Facilitation of Request for Replacement/Reimbursement of Lost, Damagor Destroyed Properties	
3. Issuance of Sticker Pass	
4. Procurement under Agency to Agency	2
5. Procurement under Direct Contracting	
Procurement under Direct Detail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets	2
7. Procurement under Emergency Cases	2
8. Procurement under Highly Technical Consultant	2
Procurement under Lease of Real Property and Venue	2
10. Procurement Under Repeat Order	2
11. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services	2
12. Procurement under Shopping under Section 52.1 (B)	
13. Procurement under Small Value Procurement	2
14. Procurement Under Two Failed Biddings under Section 53.1	2
15. Provision of Technical Assistance on Property and Supply Management	t 2



16. Re-issuance of Equipment and Semi-Expendable Supplies	
17. Recording, Documentation and Issuance of Expendable or Consumable Supplies	
18. Recording, Documentation and Issuance of PPE and Semi- Expendable Properties	
19. Request for Air Transport Service	
20. Request for Dormitory Accommodation	
21. Request for Technical Assistance for Special Sanitation and Disinfection the Offices	of
22. Request for Technical Assistance Relative to Building and Grounds Management	. 2
23. Request for the Use of DSWD Conference Rooms	
24. Request for Use and Monitoring of Vehicle	2
25. Surrender / Turnover of Property and Cancellation of Property Accountability	2
26. Transfer of Property Accountability	
DIGITAL MEDIA SERVICE	. 2
Provision of Technical Assistance on Branding Designs	. 2
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE	2
Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers	
Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees	. 2
Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees	2
4. Issuance of Certificate of Performance Rating	
5. Issuance of Service Record to Current Officials and Employees	
INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT SERVICE	2
1. Vulnerability Assessment (VA)	
(KALAHI-CIDSS)	
1. Concurrence of LGU Engagement	
2. Request for Technical Approval under the KALAHI-CIDSS National Community-Driven Development Program Additional Financing (NCDDP AF)). 2
LEGAL SERVICE	
Issuance of Online Certificate of No Pending Administrative Case (CENOPAC)	2



NATIONAL HOUSEHOLD TARGETING OFFICE	. 2
Data Sharing with DSWD OBSUs - List of Data Subjects	
2. Data Sharing with DSWD OBSUs – Name Matching Request	
3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request	. 2
PANTAWID PAMILYANG PILIPINO PROGRAM	. 2
1. Provision of Assessment on the Request for the Declaration of Force	
Majeure / State of Calamity	
SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU	
Borrowing and Returning of KEC or RLRC Materials and Collections	.2
Endorsement of Continuing Professional Development Application and Completion Report	. 2
3. KEC Function Room Reservation and Use	.2
FIELD OFFICE	. 2
FRONTLINE SERVICES	2
	-
AGENCY OPERATIONS SERVICE	. 2
1. Handling of 8888 Inquiries, Complaints, and Grievances	. 2
 Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other 	
concerned offices	
DISASTER RESPONSE MANAGEMENT BUREAU	
Processing of Relief Augmentation Request by DSWD Field Offices	
PROGRAM MANAGEMENT BUREAU	
Auxiliary Social Services to Persons with Disabilities	. 2
Implementation of Government Internship Program (GIP) to Central office and Field Offices	. 2
Implementation of the Supplementary Feeding Program	2
4. PLHIV Referral for Care and Support Services	2
5. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)	
Provision of Assistance to Person living with HIV (PLHIV) Persons Living with HIV (PLHIVs)	. 2
7. Provision of Assistance to Solo Parent.	. 2



Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)	
9. Provision of Centenarian Gifts to Centenarian	.2
10. Securing Travel Clearance for Minors Traveling Abroad	. 2
SOCIAL TECHNOLOGY BUREAU	. 2
1. Technical Assistance On Program / Project Development Or Enhancement	t 2
Technical Assistance On Social Technology Bureau (STB) Developed Programs And Projects	
STANDARDS BUREAU	. 2
Accreditation of Civil Society Organizations (CSOs) – Non-SLP Organized Accreditation of Civil Society Organizations (CSOs) - Organized by the Sustainable Livelihood Program (SLP)	
3. Accreditation of Pre-Marriage Counselors	. 2
4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit	. 2
5. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity	. 2
6. Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in One Region	_
7. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private	. 2
8. Registration of Private Social Welfare and Development Agencies Operatir in One Region	_
FEEDBACK AND COMPLAINTS MECHANISM	.2
LIST OF OFFICES	. 2



CENTRAL OFFICE

FRONTLINE SERVICES



ADMINISTRATIVE SERVICE (AS)

FRONTLINE SERVICES



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

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

0.0	" D ' '-'	AS - Property Suppl	oply and Asset Management Division (PSAMD)				
Office or Division: DSWD Field Office				- Property and Supply Section (PSS)			
Cla	assification:	Simple					
Type of Transaction:		G2C – Government G2G - Government					
ıyı	de di Transaction.		nt to Government It to Business Entities				
Wh	no may avail:	Property and Supply	/ Cu	stodian			
	CHECKLIST OF RE	QUIREMENTS		WHERE TO SECURE			
2.	Three (3) original accomplished Gate P Property/ies to be body DSWD premises		To be prepared by the concerned Office Designated Property and Supply Cus (DPSC) through the Property Records Equipment Monitoring Inventory Systems				
	sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		1.	Records and Archives Management Division (RAMD) Digital signature of: • Authorized signatory or; • Authorized representative with attached 1 photocopy of SO for order of succession;			



3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises

3. From the:

- Authorized signatory or;
- Authorized representative with attached 1 photocopy of SO for Order of succession

Properties for repair/replacement attach:

- 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter
- 1 photocopy of Technical Assistance Report
- 3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)
- 4. 1 photocopy of PAR/ICS if property is under warranty
- 1 photocopy of government issued ID and company ID of client or representative

Issued by the supplier/contractor

- From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)
- 3. Procurement Management Service (PMS)
- 4. From the accountable personnel
- 5. From supplier or representative

For loaned properties to be returned to supplier attach:

- 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter
- Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt
- 1 photocopy of government issued ID and company ID of client or representative

- 1. Issued by the supplier/contractor
- 2. Issued by the Security Personnel upon entry of the property, from supplier or contractor
- 3. From supplier or representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Division Chief Property Supply and Asset Management Division
	1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PPIP and other supporting documents) 1.2.1 Complete/ Duly Accomplished: Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval 1.2.2	None	5 Minutes	Division Chief Property Supply and Asset Management Division



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



2.	Present property	Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer c. Triplicate – Property Office copy 2.1 Review the	None	15 Minutes	Division Chief Property Supply
2.	together with the duplicate copy of the approved Gate Pass to the security guard	presented property	INOTIC	13 Milliates	Property Supply and Asset Management Division
		instruct the latter to secure a new gate pass reflecting the correct details of the			



•		
property to be brought outside DSWD premises. Without discrepancy Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client. 2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD		
in PREMIS.		
2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property and Supply Section (PSS). The Security Guard shall return the copy of the	5 Minutes	Division Chief Property Supply and Asset Management Division



gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			
2.4 File gate pass for safekeeping and future reference.	None	6 Minutes	Division Chief Property Supply and Asset Management Division
TOTAL	NONE	43 Minutes	

2. Issuance of Property Clearance for Separated Official and Employees

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

Office or Division:	AS - Property Supply and Asset Management Division (PSAMD) DSWD Field Office - Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices c. Non-renewal of Contract d. Terminated e. Retired			



CHECKLIST OF REQUIREMENTS WHERE TO SECURE A. Without Property Accountability Without Property Accountability 1. Three (3) original copies of Clearance Division 1. Personnel Administration with prescribed format Form 2. From Client 2. And/or duly approved request for transfer / resignation / retirement B. With Property Accountability B. With Property Accountability 1. Personnel Administration Division 1. Three (3) original copies of Clearance (PAD) with prescribed format Form 2. To be prepared by the Office's 2. One (1) Original Copy of Duly Designated Property and Supply Accomplished Furniture and Equipment Custodian (DPSC) through the Transfer Slip (FETS) to Property Records and Equipment transfer/turnover of property Monitoring Inventory System accountabilities (PREMIS) 3. Duly signed PAR/ICS for transferred 3. Submitted by the personnel applying property accountability for property clearance with signature of the new end user In Case of Lost: In Case of Lost: 1.DSWD Commission on Audit without prescribed format 1. With request for relief from property accountability due to loss - one (1) copy 2. 2. Property Asset Supply and of COA decision Management Division (PSAMD) 2. With request replacement for without prescribed format reimbursement of lost property - One (1) photo copy of request for replacement approved bγ the Undersecretary for General Administration and Support Services Group (GASSG)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to	None	15 Minutes	Division Chief Property Supply and Asset Management Division
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	Division Chief Property Supply and Asset Management Division
	1.3 If No Accountability/ie s The property personnel shall record the date of	None	1 Day	Division Chief Property Supply and Asset Management Division



_					
		effectivity of retirement / resignation / transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.			
		Accountability/			
		ies			
		Inform the former			
		Office of the			
		applicant through a Memorandum			
		on the remaining			
		accountability/ies			
		to process its			
		cancellation			
		and/or request			
		submission of other			
		requirements/			
		proof of canceled			
		Property			
		Accountability.			
2.	Submit documents and	2.1 The property	None	4 Hours	Division Chief Property Supply
	other requirements as	personnel shall receive and			and Asset
	proof of canceled property accountability	receive and review/validate the			Management
	and accomplish Client				Division
	Satisfaction	documents and			
	Measurement Form	other			



requirements as proof of canceled property accountability. 2.2 Check the "cleared" box and affix the signature in the clearance	None	10 Minutes	Head Property Office
form 2.3 The property personnel shall scan signed clearance form; record in clearance logbook/ monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)	None	15 Minutes	Division Chief Property Supply and Asset Management Division
2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	Division Chief Property Supply and Asset Management Division
TOTAL	NONE	2 Days, 4 Hours, 55 Minutes	



3. Receiving Request for Information

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

Office or Division:	Administrative Service- Rec	ords And Archive Management Division
Classification:	Covered by special law (Exe	ecutive Order No. 02, s. of 2016)
Type of Transaction:	G2C – Government to Citize	ens
Who may avail:	Individuals with Filipino Citiz	enship
CHECKLIST (OF REQUIREMENTS	WHERE TO SECURE
Form) 1. Must Accomplish 1.1 State your information and processed 1.2. Attach one (2) issued 1.D or validation.	(through FOI Request FOI Request Form r complete name, contact urpose of your request 1) photocopy of government d school I.D (for registered and back) with photo	Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/M C_2017-009.pdf for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal
1.2 Select <u>Derand Development</u> 1.3 Click on <u>Write</u> 1.4 Ensure all the out 1.5 Attach one (1 issued I.D or vali	osite ake a Request icon coartment of Social Welfare My Request e mandatory fields are filled) photocopy of government d school I.D (for registered and back) with photo.	Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/



If unable to make a written request, because of illiteracy or disability

1. Visit the nearest DSWD Office or directly contact at (02) 8-951-7119 for inquiries

Requesting may visit the nearest DSWD Office

For Requests throu	gh EFOI Portal			
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for information via the eFOI Portal	1.1 Receive and review the completeness of the request and correctness of supporting documents 1.1.1 Check if the details provided in the eFOI is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo 1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request. If incomplete and with clarification, notify the requesting party through an e-mail or reply in the eFOI Portal and wait for the requesting party's response. If a response is not received within 60	None	1 Hour	Division Chief Records And Archive Management Division

the

days,

calendar



system will automatically close the request.			
1.2 Conduct initial assessment and determine whether to deny or accept the FOI Request	None	2 Hour (end of process)	Division Chief Records And Archive Management Division
1.1.1 Outright deny if the request is found to be: a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the "referral" option in the eFOI portal;			
1.1.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party.			
1.1.3 Attach a link to the Client Satisfaction Measurement Form			
1.2 Accept if the request is accurate and complete.	None	1 Hour and 45 Minutes	Division Chief Records And Archive
1.2.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker			Management Division



1.3 Update status in the ISO registered FOI Monitoring Tool	None	15 Minutes	Division Chief Records And Archive Management Division
1.4 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	Division Chief Records And Archive Management Division
1.5 Determine if the request is simple or complex. If simple, draft a reply letter addressed to the client. Send the reply to the client by uploading in the eFOI Portal. If complex, conduct research. 1.5.1 . Coordinate with concerned OBSU/s. 1.5.2 Prepare a letter reply to the client. 1.5.3 Upload in the eFOI the letter reply to the client.	None	7 Hours and 55 Minutes	Division Chief Records And Archive Management Division
1.6 Print the screenshots of the request	None	15 Minutes	Division Chief Records And Archive Management Division
1.7 Prepare memorandum to concerned OBSU/s	None	2 Hours	Division Chief Records And Archive Management Division



1.8 Endorse the draft memorandum to the Office of the Director (OD) through email and hard	None	15 Minutes	Division Chief Records And Archive Management
copy 1.9 Review the printed draft memorandum and recommend its approval to the FDM If documents are found	None	3 Hours and 20 Minutes	Division Division Chief Records And Archive Management Division
to be in order, refer to step 10. If the documents need revisions, the OD staff will send back the drafts with comments to FDM Process focal for enhancement.			
1.10. Revise the draft memorandum and incorporate the comments.	None	15 Minutes	Division Chief Records And Archive Management Division
1.11. Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	Division Chief Records And Archive Management Division
1.12 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	Division Chief Records And Archive Management Division
1.13 FDM shall review the printed draft memorandum. If the draft memorandum is found to be in order, FDM shall approve it.	None	35 Minutes	Division Chief Records And Archive Management Division



If the draft memorandum needs revision, FDM will send back to OD staff the documents with comments.			
1.13.1 OD Staff shall return to the LS FOI Focal, the documents for revision. Then proceed to step 8			
1.14 Sign the memorandum to the OBSU	None	7 Minutes	Division Chief Records And Archive Management Division
1.15 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.	None	20 Minutes	Division Chief Records And Archive Management Division
1.16 Send the hard copy of the signed memorandum to the concerned OBSU/s	None	30 Minutes	Division Chief Records And Archive Management Division
1.17 Receive the referral through a memorandum from the FOI Decision Maker	None	15 Minutes	Division Chief Records And Archive Management Division
1.18. Retrieval of the requested data: 1.18.1 If the Office/s concern does not maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i>	None	16 Hours.	Division Chief Records And Archive Management Division



1.19 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM. 1.19.1 For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO for not more than 10 working days.	None	(18.2) Standard Request: 71 hrs. and 25 mins. (18.3) Complex Requests: 159 hrs. and 5 mins.	Division Chief Records And Archive Management Division
1.20 Forward to the FOI Receiving Officer the requested data.	None	1 hour and 20 minutes	Division Chief Records And Archive Management Division
1.21 Receive response from the CO/FO OBSD/s holding the information	None	15 minutes	Division Chief Records And Archive Management Division
1.22 The FRO Process Focal shall collate and ensure that the information is complete	None	1 hour	Division Chief Records And Archive Management Division
If found to be incomplete, return the same to the concerned office/s for compliance.			
1.23 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered	None	5 hours	Division Chief Records And Archive Management Division



Overtaine and Freedlands			
4 Sign the letter lorsing the a/information to the questing Party through formal letter with sched ISO registered Customer Feedback m.	None	40 minutes	Division Chief Records And Archive Management Division
Transmit the roved information to requesting party, bugh: electronic mail; or ourier service	None	1 hour and 30 minutes	Division Chief Records And Archive Management Division
O Update status of uest in the FOI nitoring Tool and file y of endorsement letter ne requesting party	None	30 minutes	Division Chief Records And Archive Management Division
TOTAL:	None	12 Working Minutes Complex Reque 23 Working Minutes	days and 38 st - days and 19
	orsing the a/information to the puesting Party through formal letter with ched ISO registered Customer Feedback m. Transmit the roved information to requesting party, ugh: lectronic mail; or ourier service Update status of uest in the FOI nitoring Tool and file y of endorsement letter he requesting party	M. Sign the letter orsing the a/information to the puesting Party through formal letter with ched ISO registered Customer Feedback m. Transmit the roved information to requesting party, ugh: lectronic mail; or ourier service Update status of uest in the FOI nitoring Tool and file y of endorsement letter me requesting party	m. 4 Sign the letter orsing the a/information to the guesting Party through formal letter with ched ISO registered Customer Feedback m. 5 Transmit the roved information to requesting party, ugh: lectronic mail; or ourier service S Update status of uest in the FOI intoring Tool and file y of endorsement letter requesting party TOTAL: None 40 minutes 40 minutes 40 minutes 40 minutes 40 minutes 1 hour and 30 minutes 7 None 30 minutes Standard Reques 12 Working Minutes Complex Reques 23 Working

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



i i		<u> </u>	i
	If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo		
	If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.		
	If incomplete and with clarification, return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a response		
	is not received within 60 calendar days, the request is deemed closed.		



1.2. Conduct initial assessment and determine whether to deny or accept the FOI Request	None	5 hours (end of process)	Division Chief Records And Archive Management Division
1.2.1 Outright deny if the request is found to be: a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department.			
1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director			
1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the requesting party, through:			
a. electronic mail; orb. courier service			



1.3. Accept if the request is accurate and complete.	None	45 minutes	Division Chief Records And Archive Management Division
1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.	None	2 hours.	Division Chief Records And Archive Management Division
1.5. Sign the prepared memorandum	None	1 hour	Division Chief Records And Archive Management Division
1.6. Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	Division Chief Records And Archive Management Division
1.7. Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	Division Chief Records And Archive Management Division
1.8. Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	Division Chief Records And Archive Management Division
1.9. Determine if the request is simple or complex. If simple, draft a reply letter addressed to the	None	(8.1) 10 minutes	Division Chief Records And Archive Management Division



client. Send the reply to the client by email If complex, conduct research. 1.9.1 Coordinate with concerned CO / FO OBSU		(8.2) 7 hours and 10 minutes	
1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	Division Chief Records And Archive Management Division
1.11. Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	Division Chief Records And Archive Management Division
1.12. Print the draft memorandum to CO / FO OBSD/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	Division Chief Records And Archive Management Division
1.13. Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD	None	1 hour	Division Chief Records And Archive Management Division



		1	1
If documents are found to be in order, refer to step 10. If the documents need revisions, the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.			
1.14. Revise the draft memorandum and incorporate the comments.	None	15 minutes	Division Chief Records And Archive Management Division
1.15. Re-submit to the LS-OD / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	Division Chief Records And Archive Management Division
1.16. Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	Division Chief Records And Archive Management Division
1.16. FDM / FO FOI Focal will review the printed draft memorandum.	None		Division Chief Records And Archive Management Division
If the draft memorandum is found to be in order, FDM shall approve it.		30 minutes 20 minutes	
Shall approve it.		20 111111111111111111111111111111111111	



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



1.21. Retrieval of the requested data: If the Office/s concern does not maintain the requested information, they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI Focal. Proceed to step 23	None	(21.1) 16 hrs.	Division Chief Records And Archive Management Division
For standard requests, transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal. For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.	None	(21.2) Standard Request: 71 hrs. and 25 mins. (21.3) Complex Requests: 159 hrs. and 5 mins.	Division Chief Records And Archive Management Division



1.22. Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	Division Chief Records And Archive Management Division
1.23. Receive a response from the CO / FO OBSD holding the information	None	15 minutes	Division Chief Records And Archive Management Division
1.24. The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete	None	1 hour and 15 minutes	Division Chief Records And Archive Management Division
If found to be incomplete, return the same to the concerned office/s for compliance.			
If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	Division Chief Records And Archive Management Division
1.26. Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI	None	40 minutes	Division Chief Records And Archive Management Division



		Complex Request - 23 working days and 49 minutes (Covered by EO 02 s2016)	
TOTAL:	None	Standard Requ	uest - 12 working nutes
1.28. Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting part.	None	30 minutes	Division Chief Records And Archive Management Division
Customer Feedback Form. 1.27. Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	Division Chief Records And Archive Management Division



DIGITAL MEDIA SERVICE (DMS)

FRONTLINE SERVICES



1. Facilitation of Media Interview

The service aims to provide members of media regarding processes in requesting for recorded media interviews which will help disseminate public information on the different programs, services, and other advocacies of the Department.

Office or Division:	Public Affairs and Advocacy Division			
Classification:	Simple			
Type of Transaction:	G2B, G2G (External)			
Who may avail:	Media practitioners			
CHECKLIST OF REC	QUIREMENTS	WHERE TO S	SECURE	
Contact details for red	quests/inquiry:			
Email address: dms@ Direct number: 89318	<u>Jaswa.gov.pn</u>		te: https://www.c	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
· ·	1.1 Shall send an acknowledgement upon receipt of interview request from the requesting party	None	10 minutes	Division Chief Public Affairs and Advocacy Division (PAAD)



1.2 Shall assign an Information Officer (IO) to prepare a briefer for the interview request	None	10 minutes	Division Chief Public Affairs and Advocacy Division (PAAD)
1.3 SMS IO shall prepare the media briefer 1.3.1 Shall obtain the available media briefer from the vault file; or 1.3.1 Shall draft a media briefer in coordination with focal persons from concerned DSWD offices, bureaus, services, or units (OBSUs)	None	5 hours and 30 minutes	Division Chief Public Affairs and Advocacy Division (PAAD)
1.4 Shall review and endorse the draft briefer for approval of the DMS Director (If with comments, return to Step 1.3)	None	1 hour	Division Chief Public Affairs and Advocacy Division (PAAD)
1.5 Shall review and endorse the draft briefer for approval of the Office of the Assistant Secretary for Strategic Communications (OASSC) (If with comments, return to Step 1.4)	None	1 hour	Director Digital Media Service



	1.6 Shall review and approve the briefer for use of the DSWD spokesperson or designated resource speaker (If with comments,	None	3 hours	Assistant Secretary for Strategic Communications
	return to Step 1.5)			
	1.7 Shall coordinate with the requesting party for the final schedule of the interview	None	10 minutes	Division Chief Public Affairs and Advocacy Division (PAAD)
2. Answer the Client Satisfaction Measurement Form (CSMF)	2.1 Send official communication to the requesting party to answer the Client Satisfaction Measurement Form 2.1.1 Shall file necessary documents	None	10 minutes	Division Chief Public Affairs and Advocacy Division (PAAD)
	TOTAL	None	11 Hours and 10 minutes	



DISASTER RESPONSE MANAGEMENT BUREAU (DRMB)

FRONTLINE SERVICES



1. Processing of FNI Augmentation Request from DSWD Field Offices

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

This procedure is a sub-process of DSWD-DRMG-SOP-001A (Processing of Relief Augmentation Request by DSWD Field Offices), particularly the Agency Action #1.5 which states: "Prepare a Request Letter for Augmentation of FNI Resources from OUS-DRMG, attention DRMB". However, special requests from Legislators are not covered by this service. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	DSWD Disaster Response Management Bureau (DRMB)			DRMB)
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Field Offices			
CHECKLIST OF REQU	UIREMENTS WHERE TO SECURE			
FO Request Letter addressed to OUS-DRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site, and delivery date (1 original copy or 1 electronic copy)		Provided by the concerned DSWD FO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Field Office to send a request letter for FNI augmentation addressed to OUS-DRMG, attention DRMB, indicating the LGU	1.1 Receive and log the FO request for FNI augmentation received from the Records Division / through email /	None	15 minutes	<i>Director</i> Disaster Response Management Bureau



beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date.	OUS-DRMG / Office of DRMB Director; 1.2 Endorse to DROMD for appropriate action			
	1.3 Receive and endorse to FNI Section for review / assessment and validation of request	None	15 minutes	<i>Chief</i> DROMD
	1.4 Desk Review / Assessment and Validation of Request: Section Head / Staff to validate request through FO Focal or through review of any report if available, such as: latest DROMIC Report latest NDRRMC Situational Report RDANA Report DSWD Predictive Analytics	None	1 hour and 30 minutes	DROMD – FNI Section Head
	1.5 Validate FNI Inventory through Online Database 1.5.1 Coordinate with NRLMB (NROC/VDRC) Focal Person on availability of FNI Resources	None	30 minutes	DROMD – FNI Section Head



1			T
1.5.2 Prepare Assessment Report to be signed by the FNI / Section Head			
1.6 If FNIs are not available, prepare a communication letter or email to the concerned FO on the unavailability of FNI resources	None	30 minutes	Chief DROMD
1.7 Review and initial pertinent documents and endorse to DRMB Director for approval	None	20 minutes	Chief DROMD
1.8 DRMB Director to sign communication letter	None	20 minutes	Director Disaster Response Management Bureau
1.9 Log, scan to email, and send communication letter to Administrative Service – Records and Archives Management Division (AS-RAMD) for mailing to requesting FO	None	20 minutes	<i>Director</i> Disaster Response Management Bureau
1.10 If FNIs are available, prepare RIS/IF and endorse to DROMD Chief	None	30 minutes	Chief DROMD Director Disaster Response Management Bureau



TOTAL:	None	5 Hours	
1.11 Forward signed RIS to the National Resource and Logistics Management Bureau (NRLMB) for processing and approval: log, email or send a communication letter to NRLMB	None	30 minutes	<i>Director</i> Disaster Response Management Bureau
1.10.1 Review and initial RIS/IF 1.10.2 Sign RIS/IF			

2. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices

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

This procedure is a continuation process of *Processing of FNI Augmentation Request from DSWD Field Offices* undertaken after the issuance of the Requisition Issuance Slip (RIS) by the Disaster Response Management Bureau (DRMB) to the facilitation of the National Resource and Logistics Management Bureau (NRLMB); up to the delivery and acceptance of FNIs by the DSWD FOs, for continuation of the *Processing of FNI Augmentation Request from Field Offices* Agency Action (Step #1.5).

Scope of this service:

Special requests from Legislators are NOT covered by this SOP.



- Assistance through congressional requests is considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules.
- Requests for FNIs that are not disaster-related are not covered in this process.

Office or Division:	DSWD National Resource and Logistics Management Bureau (NRLMB)			
Classification:	Simple			
Type of Transaction:	G2G - Government	to Governr	nent	
Who may avail:	DSWD Field Offices, through the Disaster Response Management Bureau (DRMB)			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
Approved RIS/IF (1 or FO Request (1 original electronic copy) Copy of FNI Inventory database (1 electronic Assessment Report from (1 original copy or 1 electronic copy or 1 electronic)	through online copy) om DRMB-DROMD	Disaster Response Management Bureau (DRMI - Disaster Response Operations Manageme Division (DROMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FO to send a request letter for FNI augmentation addressed to OUS-DRMG, attention DRMB; and DRMB to send signed RIS/IF to NRLMB	1.1 Receive signed RIS/IF from DRMB: log the approved RIS/IF received from DRMB and/or thru email 1.2 Endorse approved RIS/IF to the Office of the Director	None	15 minutes	<i>Director</i> National Resource and Logistics Management Bureau
	1.3 NRLMB Director to provide instruction to Disaster Resource Center (DRC) Chief	None	20 minutes	Director National Resource and Logistics Management Bureau



1			
1.3.1 Endorse to DRC Division Chief for appropriate action			
1.4 DRC Division Chief to provide instructions to the Logistics Section	None	20 minutes	Division Chief DRC
1.5 Coordinate with FO on hauling or delivery of goods from DRC to FO warehouse 1.5.1 Check on availability of contracted Transport Service or DSWD Trucks	None	1 hour	Section Head DRC Logistics Section
1.6 If transport is not available, coordinate with the National or Regional Disaster Risk Reduction and Management Council (N/RDRRMC) or other partners for logistical support	None	1 hour	Section Head DRC Logistics Section
1.7 Prepare communication letter or email to identified NDRRMC / Logistics Partners for logistical support	None	30 minutes	Section Head DRC Logistics Section



1.8 Endorse to DRC Chief for review and initial	None	10 minutes	Division Chief DRC
1.9 Endorse to NRLMB Director for approval: sign communication letter on request for logistics augmentation (Letter / Notice to Contracted Transport Service Provider)	None	10 minutes	Director National Resource and Logistics Management Bureau
1.10 Log, scan to email, and send communication letter; mail to Contracted Transport Service Provider, if necessary	None	10 minutes	<i>Director</i> National Resource and Logistics Management Bureau
1.11 If transport is available, mobilize transport service and provide escorts for the delivery of goods: prepare Travel Authority / Special Order (SO) of identified escort for transport of goods 1.11.1 Prepare required documents for	None	30 minutes	Section Head DRC Logistics Section
signature of the receiving FO 1.12 Loading and release of FNIs	None	1 hour and 30 minutes	Section Head DRC Logistics Section



	from DRC warehouse: facilitate and monitor loading of goods to transport vehicles or assets 1.12.1 Monitor or document releases of goods from the warehouse			
	1.13 Prepare Delivery Receipt and Issuance Receipt signed by the Logistics Management Division (LMD) Chief / Logistics Management Section (LMS) Head and approved by NRLMB Director / DRC Head	None	40 minutes	Section Head DRC Logistics Section
	1.14 Deliver goods and ensure proper acknowledgement of RIS/IF by requesting FO (revert to DSWD-DRMG-SO P-001A, AA #1.5 for continuation of FO Augmentation Procedures to LGUs)	None	15 minutes	Section Head DRC Logistics Section
2. Sign RIS / IF and Delivery Receipt / Issuance Receipt;	2.1 Administer Client Satisfaction through the	None	5 minutes	Section Head DRC Logistics Section



	Feedback Report on completed RIS/IF / Summary of FNI Releases 2.3.1 Transmittal of Feedback	None	15 minutes	<i>Director</i> National Resource and Logistics Management Bureau
	NRLMB Director 2.3 Approval of the NRLMB Director on the			
	Feedback Report on completed RIS to OUS-DRMG: prepare, review, vet and initial Feedback Report on completed RIS/IF / Summary of FNI Releases for vetting and approval of the	None	30 minutes	DRC Chief / Logistics Section Head
and fill up the Client Satisfaction Measurement Form (CSMF)	release of CSMF to requesting FOs 2.2 Preparation of			



FINANCIAL MANAGEMENT SERVICE (FMS)

FRONTLINE (EXTERNAL) SERVICES



1. Processing of BIR Form 2322 : Certificate of Donation

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

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



	 Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy) 	4. For Central Office (CO) - ADRP Records and Reporting Section For Field Offices (FO) - Accounting Section
Fo	online clients	
	Requesting of Certificate Request form for Certificate of Donation (1 Electronic Copy)	 Download and print the request form from https://bit.ly/3I7RCeu (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)
2	. Signed and Notarized Deed of Donation (1 Electronic Copy)	Requesting Party/Donor
3	Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	 For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation
В. С	Claiming of Certificate	Email from <u>accounting@dswd.gov.ph</u> for CO or <u>accounting.fo#@dswd.gov.ph</u>
4	E-mail Acknowledgement Receipt (1 Printed Copy) Signed and Notarized Deed of Donation	for FOs Requesting Party/Donor
•	(1 Original Copy) Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	 For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation

57

Additional requirements if claimed by authorized representative



Authorization letter for the representative (1 Printed Copy)		Requesting Party/Donor		
Government-issue	Government-issued IDs (1 Photocopy)		esting Party/Don rized Representa	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ADRP Records and Reporting Section of the Central Office or Accounting Section in the Field Offices to secure the request form. -or- Secure the request form by visiting the link and download the form via https://bit.ly/317RCeu -	Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	Division Chief, ADRP (CO) / Accounting Section (FO)
2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).	2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.	None	6 Minutes (Walk-in/ Online)	Division Chief, ADRP (CO) / Accounting Section (FO)



Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting@dswd.g ov.ph for CO or accounting.fo#@dsw d.gov.ph for FO. Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to	If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming. Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall			
Certification.	2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgeme nt the schedule of release of BIR Form 2322:	None	5 Minutes	Division Chief, ADRP (CO) / Accounting Section (FO)
	Certificate of Donation. 2.3 The Accounting Staff	None	6 Days, 7 Hours	Division Chief, ADRP (CO) /



	1 11 (*		I	A
	shall prepare the Certificate of Donation for Signature of the Secretary or the Authorized Representative			Accounting Section (FO)
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies	None	10 Minutes	Division Chief, ADRP (CO) / Accounting Section (FO)
3. The donor/authorized representative shall personally visit the ADRP Records and Reporting Section (CO) or Accounting Section (FO), wait for the release of the Certification, and receive and sign the logbook for acknowledgement Note: The Client shall present the following documents: a. claim stub for	3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.	None	2 Minutes	Division Chief, ADRP (CO) / Accounting Section (FO)
walk-in requests -or-				



		TOTAL:	None	6 Days, 7 Hours, 30 Minutes	
4.	Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	Division Chief, ADRP (CO) / Accounting Section (FO)
	 b. printed email acknowledgemen t receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issu ed ID of the donor and his/her authorized representative, if applicable 				



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

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

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

• Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

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

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



B. Claiming of Certificate 3. Claim Stub (1 Original Copy)		For Central Office (CO) - ADRP Pre-Audit Internal Section			
For online clients		For Fiel	d Offices (FO) -	Accounting Section	
A. Requesting of Certification of Form Employees (1 Electrication of Employees)	Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)				
Government-issure requesting party	ed ID of the (1 Electronic Copy)			r DSWD employee	
B. Claiming of Certifica 3. E-mail Acknowled (1 Printed Copy)		For Central Office (CO) - ADRP Pre-Audit Internal Section For Field Offices (FO) - Accounting Section			
Additional requiremen	nts if claimed by autho	rized repres	entative		
Authorization letter representative (1 Printed Copy)	er for the	Request	ing Party/Forme	r DSWD employee	
Government-issu	ed IDs (1 Photocopy)		ing Party/Forme Her Authorized F	r DSWD employee Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Visit the ADRP Pre-Audit Internal Section of the Central Office or Accounting Section in the Field Offices to fill-out the request form.	1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)	None	5 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)	



-or- Secure the request form by visiting the link or download the form via https://www.dswd.g ov.ph/about-us-2/ci tizens-charter				
2. Fill-out and submit the form together with the required supporting documents to ADRP Pre-Audit Internal Section (CO) or Accounting Section (FO).	2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents	None	5 Minutes (Walk-in/Onlin e)	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)
-or-	-or-			
Fill-out and submit the form together with the supporting documents or email the documents via accounting@dswd.gov.ph for CO or	The Accounting staff shall review the documents as to completeness and print the emailed scanned documents			
accounting.fo#@ds wd.gov.ph for FO.	Note: Only requests with complete			
	requirements			
Note: The client shall	shall be			
wait for the	accepted and			
release of the Certification	processed. All requests with			
based on the	incomplete			
scheduled	requirements			



release of the document.	shall be returned to the client.			
	2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.	None	5 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)
	2.3 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)
	2.4 The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Chief Accountant or the Authorized Representative	None	6 Days, 45 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO) Chief FMS-Cash Division and Officer-in-Charge HRMDS - Personnel Administration



				Division, if necessary
	2. 5 The Accounting Staff shall update the status of the request for the certificate in the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies	None	15 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)
3. The client shall present the following to the Accounting staff-in-charge to receive the Certification: a. claim stub for walk-in requests -or- b. printed email acknowledgem ent for online requests c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and	3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received.	None	5 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)



his/her authorized representative, if applicable. Then, sign the logbook for acknowledgement				
4. Fill out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	Division Chief Accounting Division - Regular Programs (CO) or Accounting Section (FO)
	TOTAL:	None	6 Days, 1 Hour, 32 Minutes	



HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)

FRONTLINE SERVICES



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

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of	G2C – Government to Transacting Public			
Transaction:				
Who may avail:	Separated Central (Office Officia		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
One (1) HRMDS-PAD F	•	PAD Recei	ving Area	
formal letter or e-mail r	<u> </u>	Client		
One (1) CO Clearance			none, FILE 201 / F	PER 16
One (1) Authorization L		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details, as needed) and submit to PAD together with supporting documents, if any.	1. Receive and acknowledge request for COE from the client,then forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	Division Chief Personnel Administration Division



2. Wait for advice of	2.1. Upon receipt			Division Chief
the assigned PAD	of request from			Personnel
Focal Person	the receiving			Administration
	clerk, the			Division
	responsible			
	personnel shall			
	review and draft	None	2 Days, 4 hours	
	the COE based		(depending on the	
	on the purpose		period of	
	indicated in the		retrieving the	
	request		files)	
	following the			
	standard			
	template, if the			
	COE is to be			
	sent via courier			
	service,			
	prepare			
	transmittal with			
	information on			
	how to return			
	the customer			
	feedback form			
	Note: Use Service			
	Card or 201			
	File/PER 16 or			
	Index Card for			
	COS Workers as			
	reference in			
	preparation of COE			



	2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call.	None	3 hours and 40 minutes (depending on the availability of signatories)	Division Chief Personnel Administration Division
3. If the COE is for pick-up, proceed to PAD and get the requested document. If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	Division Chief Personnel Administration Division
	TOTAL:	None	3 Days	

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

The CLWOP/CNLWOP is being issued to separated Officials and employees in the Central Office (CO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have 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 CO Officials and Employees						
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		CURE		
One (1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client				
One (1) CO Clearan	ce Certificate	Client or if no	Client or if none, 201 FILE			
One (1) Special Pow authorized represent		Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD. (Write contact details as well for courier purposes, if needed) and submit to PAD together with complete supporting documents.	1.1 Receive the complete documents submitted, and forward the request to the PAD Focal Person.	None	5 minutes	Division Chief Personnel Administration Division		
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded	None	6 days, 4 hours and 35 minutes (May be	Division Chief Personnel Administration Division		



ELARS ¹ .		shortened if	
2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 4. 2.1.3 If there is an encoded and reviewed ELARS, proceed to step 6. 2.1.4 Review/check the ELARS vis-à-vis the leave card. 2.1.5 Reprint the corrected ELARS, if errors are found. 2.1.6 Encode the		shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)	
2.1.6 Encode the needed details to the CLWOP/CNLWO P, print the issuance and attach the necessary documents.			
2.2 The Focal Person shall forward the	None	2 hours	Division Chief Personnel

¹ Electronic Leave Administration and Recording System



	CLWOP/CNLWOP to the Certifying Authority for certification. 2.2.1 The			Administration Division
	Certifying Authority shall sign the CLWOP/ CNLWOP.			
3. Inform PAD of preferred method of receiving the duly-signed Certificate.	3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.1.1 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP: If through courier	None	5 minutes	Division Chief Personnel Administration Division
	service, proceed to step 11. If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 12.			
4. Wait for the arrival of the Certificate.	4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.	None	1 hour and 5 minutes	Division Chief Personnel Administration Division
	4.1.1The Focal			



Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment 4.1.2 Certifying Authority shall sign the transmittal letter. 4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs. 4.1.5 Forward the document to the Records and Archives Management Division/Section for courier		
for courier service.		
(The CSMF will be followed-up within 3 working days upon receipt of the document.)		



5. If the Certificate is for pick-up, proceed to PAD and get the requested document.	5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Division Chief Personnel Administration Division
	TOTAL:	None	7 days	

3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Central Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated officials/employees/COS workers if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the official/employee/COS worker 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	G2C – Government to Transacting Public			
Transaction:				
Who may avail:	Separated Central Office (CO) Officials, Employees and COS Workers			
y		(,		
	REQUIREMENTS	WHERE TO SECURE		
	REQUIREMENTS Request Form or			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details, as needed) and submit to PAD	1. Receive and acknowledge request for CO Clearance Certificate from the client, then forward to personnel handling requests (via: DRF/email)	None	10 minutes	Division Chief Personnel Administration Division
Wait for advice of the assigned PAD Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the CO Clearance Certificate on file and photocopy the CO clearance Certificate then stamp "Certified True Copy", if the CO clearance is to be sent via courier service, include in the transmittal with information on how to return the	None	2 Days, 4 hours (depending on the period of retrieving the files)	Division Chief, Personnel Administration Division



		Ī		1
	customer feedback form.			
	2.2. Sign the photocopied CO Clearance Certificate as "Certified True Copy"		3 hours and 30 minutes (depending on the availability of signatories)	Division Chief, Personnel Administration Division
	2.3 Inform the client that the CTC of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	Division Chief, Personnel Administration Division
3. If the CTC copy of the CO Clearance is for pick-up, proceed to PAD and get the requested document. If the CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the	3. Provide the CTC of CO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	Personnel Administration Division



parcel is sent to given address				
	TOTAL:	None	3 Days	

4. Issuance of Service Record to Separated Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of	G2C – Government to	Transacting	Public	
Transaction:				
Who may avail:	Separated Central Office Officials and Employees			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
One (1) HRMDS-PAD formal letter or e-mail One (1) CO Clearance One (1) Authorization	request e Certificate	PAD Receiving Area Client Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	Client FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		

79



1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details as needed) and submit to PAD together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	Division Chief Personnel Administration Division
Wait for advice of the assigned PAD Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions on how to return the customer feedback form Note: Use Service Card or 201	None	2 Days, 4 hours (depending on the period of retrieving the files)	Division Chief Personnel Administration Division



	File/as reference in preparing SR			
	2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	Division Chief Personnel Administration Division
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Division Chief Personnel Administration Division
3. If the SR is for pick-up, proceed to PAD and get the requested document. If the SR is to be sent via courier service, wait until	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	Division Chief Personnel Administration Division



the parcel is sent to a given address.				
	TOTAL:	None	3 Days	



LEGAL SERVICE (LS)

FRONTLINE SERVICES



1. Rendering Legal Opinion and Advice on Matters Brought by External Clients (Written Request)

This process covers rendering legal assistance, through legal advice or opinion, to external clients on matters concerning the DSWD's formal mandate and exercise of official powers and functions.

Office or Division:	Legal Assistance Division (LAD)				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to G Government to Business		G2C – Governm	nent to Citizens/ G2B –	
Who may avail:	External Individual or Or	ganization			
CHECKLIST OF	REQUIREMENTS		WHERE TO	SECURE	
signed Request	Original/Scanned copy of one (1) duly 1. Provided by the requesting party signed Request Letter with supporting (hardcopy/email) documents indicated in the letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
	1.1 The Administrative Aide IV shall receive and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address.	None	10 minutes	Administrative Aide IV, Legal Service ²	
	1.2 The LS Director/OIC shall assign a Lawyer or Legal Assistant (LA) to act on the request, with further instruction, if any.		Within the day (8 working hours)	Director/Officer-in- Charge Legal Service	

² Designated by LS Director/OIC

-



	1.3. The LS Lawyer/ Legal Assistant shall study the request and submit the draft legal opinion/advice to the LS Director.	None	up to 5 working days ³ up to 16 ⁴ working days or more. ⁵	Assistant ⁶
	1.4 The LS Director/OIC shall review the draft.	None	up to 5 working days ⁷ up to 16 ⁸ working days or more. ⁹	<i>Charge</i> Legal Service
receives the response letter/email. 2.1 He or she accomplishes the Customer Feedback Form and returns the same to the DSWD Legal Service (via email or hard copy).		None		Administrative Aide IV, LS Administrative Assistant I ¹⁰ , LS
	TOTAL	NONE	7 - 20 work	ing days or more ¹¹

³Classified as Complex transactions

⁴ Classified as Highly technical transactions

⁵ In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

⁶ Assigned by LS Director/OIC

⁷Classified as Complex transactions

⁸ Classified as Highly technical transactions

⁹ In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

¹⁰ Designated by LS Director/ OIC

¹¹ In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."



NATIONAL HOUSEHOLD TARGETING OFFICE (NHTO)

FRONTLINE SERVICES



1. Data Sharing – List of Data Subjects

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)			
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST (OF REQUIREMENTS	WHERE TO SECURE		
(indicating reason specific data sets from the Listahar 2. One (1) original of Sharing Agreeme 3. One (1) original/of document indicat registered Data F 4. One (1) original/of approved document in place protection process office/agency in a processing to be 6. Hardware and Sesupporting image 7. One (1) original/of supporting image 7. One (1) original/of supporting image 7. One (1) original/of specific data supporting image 7. One (1) original/of specific data sets from the Listahanan data in processing to be 6. Hardware and Sesupporting image 7. One (1) original/of specific data sets from the Listahanan data in processing to be 6. Hardware and Sesupporting image 7. One (1) original/of specific data sets from the Listahanan data in processing to be 6. Hardware and Sesupporting image 7. One (1) original/of specific data sets from the Listahanan data in processing to be 6.	copy of accomplished Data ent (DSA) certified true copy of cing the appointed and NPC-Protection Officer (DPO) copy of Privacy Manual or ent/s on the security e which indicates the data dures and processes of the addressing breaches copy of list of identified staff process, and safeguard the including the data	Provided by the Requesting Party		



- One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)
- One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)
- 10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)

For Local Government Unit (LGU):

- The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD
- The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA

L					
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	 1.1 Receive and record the request in the document transaction/ tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the 	None	15 minutes	Supervising Administrative Officer (SAO)/ Regional Field Coordinator (RFC)



expected schedule of release of the results. 1.1.2 Forward the request to the Director for approval.			
1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	Director/ Regional Director National Household Targeting Office
1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	Division Chief NHTO Operations Division or NHTS PPD Chief National Household Targeting Sections
1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. • If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the	None	2 hours	NHTO Planning and Monitoring Section Head/ RFC NHTO Planning and Monitoring Section



		submission of a letter of request. • If disapproved-Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (End of process)			
2.	Attend the scheduled orientation with the NHTO ACBS and Inspection	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements. 2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012. 2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.	None	2 hours	NHTO Advocacy and Capacity Building Section Head/ RFC NHTO Advocacy and Capacity Building Section
3.	Submit the signed Data Sharing	3.1 Review all documentary requirements including	None	2 hours	NHTO Operations Division and IT Division Chief/ NHTS



	Agreement (DSA) and other documentary requirements not included in the submission of letter request.	requesting party.			RFC and Information Technology Officer (ITO)
4.	Present the IT	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party. 4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)	None	1 day	NHTO/NHTS ITO
		4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	NHTO Director/RFC
		4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.	None	1 day	DSWD CO/Regional Data Protection Officer
		4.4 Review and sign the DSA. The signed DSA	None	3 days	DSWD



will be endorsed to the NHTO/NHTS for data processing.			Secretary/ Regional Director
4.5 Generate the requested data.	None	1 day	NHTO Database Management Section Head/NHTS ITO
4.6 Review result of the data generation	None	1 day	NHTO Quality Management Section Head/ NHTS RFC
 4.7 Secure the data by adding password protection to the file. 4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. Other electromechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. Google Drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. 	None	1 day	IT Division Chief/ NHTS ITO



	Further, the password will only be released to the authorized personnel of the requesting party. 4.7.2 Counter sign in the DRF. 4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	Supervising Administrative Officer/ RFC
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	NHTO Database Management Section Head/ NHTS ITO
*with possible extens processing dependin requirements, numbe the compliance and s	FOTAL: sion on the actual data g on the volume of data er of names required, and submission of the ments by the requesting	None	10 Days, 1 Hour, 35 Minutes	



2. Data Sharing - Name Matching

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

Office or Division: National Household Targeting Office (NHTO) and Natio			
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G Government to Citizen (G2C)	62G), Government to Business (G2B),	
All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) N Governmental Organizations (NGOs), Civil Society Organizations (CS the Academe, and Private Foundations for the purpose of utilizing the for social protection programs.			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE	
(Indicate reason for 2. One (1) electronic format) of the namincludes the follow Complete namind Middle Name, Birth Date (YY) Philippine S Classification of City/Municipalis City/Municipalis One (1) original Varersonal Informati Protection Officer (COP) One (1) original con (DSA) signed by the (2) designated DP (2) designated DP (3) original/physical signed signal/physical signal si	copy (Preferably in CSV e to be matched which ing: le (Last name, First Name, Extension Name) YY-MM-DD format) tandard Geographic of (PSGC) Province, ty, and Barangay lid Proof of Identities of the on Controller (PIC), Data (DPO), Compliance Officer lepy of Data Sharing Agreement lee: (1) Head of Office as PIC,	Provided by the Requesting Party	



 One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)

*For Local Government Unit (LGU):

- The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD
- The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA

	mounibont Lot o				
CL	IENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	•	1.1 Receive the request 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	Supervising Administrative Officer (SAO)/ Regional Field Coordinator (RFC)
		 1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief 	None	2 hours	NHTO Director/ Regional Director
		1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the	None	1 hour	Division Chief NHTO Operations Division or NHTS PPD Chief National Household



	client on the status of their request			Targeting Sections
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021. If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (End of process) If approved – Notify and provide the DSA and documentary requirements to the client	None	1 hour	NHTO Planning and Monitoring Section Head/ RFC
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	 Non-Compliant – Inform the client regarding the incomplete requirements via email. Compliant – Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature Endorse the signed 	None	2 hours	Division Chief NHTO Operations Division or RFC



	 2.2 Review the compliance of the electronic copy of names with the required template/ format: Non-Compliant – Inform the client about the findings via email. Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000	NHTO Database Management Section Head/ NHTS Information Technology Officer (ITO)
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	 3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to NHTO Director / PPD Chief. 	None	3 hours	NHTO Database Management Section Head/ NHTS ITO NHTO IT Division Chief/NHTS RFC
	3.2 Sign the memorandum and endorse it to the	None	1 hour	NHTO Director/ Regional Director



		Administrative Assistant for release.			
4.	documents	4.1 Track and scan the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	SAO/RFC
5.	Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	10 minutes	NHTO Database Management Section Head/ NHTS ITO
r	rocessing depend equired but shall i	TOTAL: Itension on the actual data ling on the number of names not exceed forty (40) days as IR-11032.Rule 7.Section 3.c.		For 5000 names and below: 2 days, 3 hours and 45 minutes For 5,001 -50,000 names: 4 days, 3 hours and 45 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes For 400,001-1,000,0 00 names: 21 days, 3 hours and 45 minutes	



3. Data Sharing - Statistics/Raw Data Request

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST C	OF REQUIREMENTS		WHERE TO	O SECURE
` '	ppy of Letter of Request and data requested)	Provided	by the Reques	eting Party
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	Division/ National Household Targeting Section (NHTS), then furnish the	None	30 minutes	NHTO Supervising Administrative Officer (SAO)/ NHTS Regional Field Coordinator (RFC)
	1.2 Review the request based on MC 15 s.2021	None	2 hours	Division Chief NHTO Operations Division Chief / NHTS – RFC



then en NHTO S Section Associa Statistic	te ian		
data us emails, calls or clarify to require to the coordinary on other controls.	ne data If the ar of vague quest, the te tians to ate with the ers (through recorded text) and ne data ment. None the ed data is lable in the nan se, instruct ociate tian to ate with the ing party and nendations r data e in the	3 hours	Section Head NHTO Statistics Section Head/ NHTS RFC



Clear Forward request to the Associate Statistician for data generation.			
 1.4 Generate the requested data from the Listahanan database, and export into excel or any format available. 1.4.1 Draft response letter to the requesting party. 1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review. 	None	1 day	Associate Statisticians NHTO and NHTS
1.5 Review the generated statistical /raw data. In case the generated data is: Not accurate — Return the generated statistical/raw data to the Associate Statisticians for revision. Accurate — Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.	None	3 hours	Section Head NHTO Statistics/ NHTS - RFC



	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Division Chief</i> Operations Division / PPD Chief
	 1.7 Approval of the facilitated data request for release to the requesting party. If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. If Approved – Sign the response letter for data release. 	None	5 hours	NHTO Director/ Regional Director
2. Receive the data	 2.1 Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request. 	None	30 minutes	NHTO Supervising Administrative Officer/ NHTS RFC
	TOTAL	None	3 days	



4. Walk-in Name Matching Data Request

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All walk-in clients			
CHECKLIST C	OF REQUIREMENTS		WHERE TO S	ECURE
Identity	dentification Card / Proof of	Provided by the Requesting Party NHTO/NHTS Grievance Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	 1. Interview the client to evaluate the validity of the request as to its purpose: Invalid – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. End of process Valid – Provide the name matching form upon confirming the validity of the request and proceed for processing the name 	None	30 minutes	Section Head Advocacy and Capacity Building Section (ACBS) or Regional Field Coordinator (RFC)



2.	Receive the Name Matching result	Explain the result of Name Matching	None	5 minutes	Section Head Advocacy and Capacity Building Section (ACBS) or Regional Field Coordinator (RFC)
3.	Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	5 minutes	Section Head Advocacy and Capacity Building Section (ACBS) or Regional Field Coordinator (RFC)
		TOTAL:	None	40 minutes	



NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU (NRLMB)

FRONTLINE SERVICES



1. Local In-Kind Donations Facilitation

This service covers the process for assessment, validation, acceptance and issuance of the acknowledgement receipt to the donor/s of local in-kind donations intended for disaster response operations of the DSWD. The office is open Monday- Friday 8:00 am-5:00 pm excluding holidays.

Office or Division:	National Resource Logistics Management Bureau Resource Management Division - Donation Facilitations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Cit G2B – Government to Bu G2G – Government to Go	siness; and		
Who may avail:	General Public (individual donors, groups, private/public organizations, and institutions)			
CHECKLIST C	F REQUIREMENTS		WHERE TO SECU	JRE
	onation Application Form) hard copy or electronic			
copy 2. Accomplished Client Satisfaction Measurement Form (CSMF) - One (1) hard copy or electronic copy		Warehouse Inventory & Transport Section (WITS) - National Resource Operations Center (NROC), Pasay City Logistics Management Section (LMS) - Visayas		
		Disaster Res City	ource Center (VDF	RC), Mandaue
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire/express intention to donate in-kind goods	1.1. Send information on the DSWD's Local In-Kind Donation and the Donation Application Form (DAF)	None	2 minutes	Administrative Officer V Donation Facilitations Section
Submit/email the accomplished Donation	2.1. Validate and assess the submission	None	5 minutes	Administrative Officer V Donation Facilitations Section



	Application Form				
		2.2. Schedule the delivery of donation	None	3 minutes	Administrative Officer V Donation Facilitations Section
3.	Proceed to the designated donation facility on the schedule provided and present items for donation	3.1. Present the validated and assessed Donation Application Form	None	2 minutes	Administrative Officer V
		3.2.Count and conduct visual inspection of the items and check for damage, spoilage and/or non-compliance to existing food and safety standards.	None	60 minutes	Donation Facilitations Section (CO) or Administrative Officer V Warehouse Inventory &
		3.3. If the items for donation passed the required standards, process the acceptance of local in-kind donation and issuance of the Acknowledgement Receipt (AR). Then, update the records for the local in-kind donation inventory.	None	25 minutes	Transport Section (NROC) or Administrative Officer V Logistics Management Section



4. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit to the designated CSMF dropbox. Another option is to accomplish the online CSMF by scanning the provided QR code on site.	4.1. Provide the donor a CSMF and provide brief guidance on how to fill-out and where to drop the accomplished CSMF.	None	3 minutes	Administrative Officer V Donation Facilitations Section (CO) or Administrative Officer V Warehouse Inventory & Transport Section (NROC) or Administrative Officer V Logistics Management Section
	TOTAL	NONE	1 Hour, 40 Minutes	



PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps)

FRONTLINE SERVICES



1. Grievance Intake and Response

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

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

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) – National Program Management Office (NPMO) Grievance Redress Division (GRD) - Central Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and Ge	neral Public		
CHECKLIST OF	REQUIREMENTS	1	WHERE TO S	ECURE
Proof of grievan	d ID (Original Copy), Any ce, if available	4Ps Assistance Desk, Grievance Redress Division (GRD)		
II. RESPONSE: 1. Client Satisfaction client)	on Form (CSF) (1 form per	4Ps Assistance Desk, GRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	<i>Director IV</i> Pantawid Pamilyang Pilipino Program



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



	client the findings and			Pantawid
	next steps to take.			Pamilyang Pilipino Program
	If all information is			
	readily available to resolve the case,			
	Resolve the grievance			
	and provide feedback			
	to the client, and			
	proceed to step 6.			
	If other information is needed and the			
	grievance cannot be			
	resolved immediately,			
	explain to the client the process that will			
	be undertaken in			
	processing the grievance, and inform			
	the client that he/she			
	will be contacted thru his/her mobile			
	number.			
	3.4.1 Print and provide a			
	copy of the encoded			
	transaction to the client.			
	*For instances when the			
	GRS Information System is inaccessible, the client			
	will be given an			
	acknowledgment receipt			
	found at the bottom of the Client Assistance			
	Form.			
4. Wait for the	4.1 Endorse the	None	7 hours	Director IV
updates on the status	transaction to the			
	concerned office (DSWD			



of the grievance within three (3) days.	Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.			Pantawid Pamilyang Pilipino Program
	4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	<i>Director IV</i> Pantawid Pamilyang Pilipino Program
	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Director IV Pantawid Pamilyang Pilipino Program
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.	None	5 minutes	Director IV Pantawid Pamilyang Pilipino Program
	*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.			



	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	Director IV Pantawid Pamilyang Pilipino Program
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Director IV Pantawid Pamilyang Pilipino Program
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	Director IV Pantawid Pamilyang Pilipino Program
	TOTAL	None	_	ance is resolved t - 44 minutes
		None	If the grievance is referred to Field Office for resolution and feedback is provided to the client - 3 days	



POLICY DEVELOPMENT AND PLANNING BUREAU (PDPB)

FRONTLINE SERVICES



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

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

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

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



Office of Division:	Central Office: Policy Development and Planning Bureau (PDPB) - Police and Research Division (PRD) 16 Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
	Highly Technical	<u> </u>		
LIVE OF TRANSACTION.	G2C - Government to Cit			
Who may avail:	G2G - Government to Government External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
If request shall not und Protocol: 1. Request letter (1 Origonal)	· ·	Requesting	party	
If the request shall und Protocol: 1. Request letter (1 Origonal Content of the Protocol of t	ginal copy) orm (1 original copy) ginal copy) ts (1 original copy)	(PDPB) (PRD) 3. Policy [(PDPB)	Development a - Policy and Development a - Policy and PD-PDPS	nd Planning Bureau
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system.	None	4 hours	Central Office: Division Chief Policy and Research Division Field Office: Section Head Policy Development and Planning Section



Note		
Note:		
The received		
documents are stamped		
with an official receiving		
stamp, which contains		
important information		
such as the date and		
time of receipt and the		
name of the receiving		
office. For requests		
received through email,		
a copy of the email		
along with the		
attachments shall be		
printed and recorded.		
1.1.1. Furnish the		
requesting party		
with a receiving		
copy of the		
request letter,		
along with printed		
or digital leaflets/		
information,		
education, and		
communication		
(IEC) materials		
detailing the		
process flow and		
requirements.		
·		
If the request is		
received		
through email,		
reply and		
acknowledge		
receipt with		
attached digital		
leaflets/IEC		
icalicis/ILO		



materials showing the process flow and requirements 1.1.2. Endorse request letter to the Division Chief Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) or Section Head-Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff			
1.2. Review the request and assign it to available technical staff	None	2 hours	Central Office: Division Chief Policy and Research Division Field Office: Section Head Policy Development and Planning Section
1.3. Review the request as to the following:	None	2 hours	<u>Central Office:</u> <u>Division Chief</u> Policy and Research <u>Division</u>



1.3.1. Area/region of coverage (refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4) to ensure that it is sent to the correct office. Otherwise, endorse the correct office. 1.3.2. Review the completeness of the submitted requirements. If incomplete, assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days			Field Office: Section Head Policy Development and Planning Section
1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Bureau (PDPB)	None	4 days (For request that don't need to go through the protocol) 7 days	Central Office: Division Chief Policy and Research Division Field Office: Section Head Policy Development and Planning Section



, , , , , , , , , , , , , , , , , , ,		1	Ī
Director/PPD Chief) using the Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests		(For request that need to go through the protocol)	
1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Bureau, Service, and/or Units using the Endorsement of Research and SWD Data Request Form.	None		
1.4.2. For requests with complete documentary			
requirements			
that need to go			
through the			
protocol, proceed to the			
review of the			
research			
request in			
consultation			
with concerned			
OBSUs and			



Field Offices (FOs). 1.5. Receive the	None	1 day	<u>Central Office:</u> Division Chief
comments or inputs, and recommendations from other offices. These shall be the basis for the decision to approve/ disapprove the request.			Policy and Research Division Field Office: Section Head Policy Development and Planning Section
1.6. To recommend Approval? Yes - Prepare a recommendation for approval using the Outline Memorandum of Recommendation on the Research Request for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs. No - Communicate the decision to the requesting party	None	1 day	Central Office: Division Chief Policy and Research Division Field Office: Section Head Policy Development and Planning Section
and inform them of			



i				ı
	relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2.			
	and restart the count of working			
	hours/days.			
	1.7. Approve/ disapprove requests based on recommendations.	None	2 days	Central Office: Director IV Policy Development and Planning Bureau (PDPB)
	If the			Field Office:
	recommendations			Chief
	are approved:			Policy and Plans
	Inform the			Division (PPD)
	requesting party			
	and endorse to the			
	concerned OBSUs/FOs.			
	Coordinate with the			
	concerned office			
	where the research			



	the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities. If the recommendations are disapproved: Go back to step 1.4.2.			
2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	Central Office: Division Chief Policy and Research Division Field Office: Section Head Policy Development
	Total	None	For Non-protocol - 5 working days For Protocol - 12 working days	and Planning Section

2. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned



office, bureau, service, or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and is readily available as a public document.

Office or Division:	Central Office: Policy Development and Planning Bureau (PDPB) - Monitoring and Evaluation Division (MED) 16 Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
Classification :	Simple			
	G2C - Government to Citizen G2G - Government to Governm	nent		
	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties			
CHECKL	IST OF REQUIREMENTS		WHERE TO	SECURE
Protocol:	I not undergo Research letter (1 Original copy)	Requestir	ng Party	
CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party For Walk-in: Receive request letter and ask the requesting party to provide details in the logbook For Email: Download and print request		10 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section



1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested) If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)	None	10 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS) For email: Request Letter For walk-in: Information provided in the requesting party's Logbook	None	5 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
1.4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS) 1.4.1. Assign request to concerned technical staff	None	10 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
1.5. Assess if the data/information being requested is available within the division/unit	None	10 minutes	<u>Central Office:</u> Division Chief Monitoring and Evaluation Division



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



	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
2. Fill-out the Client Satisfaction Measure- ment Form	2. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	1 minute	Central Office: Division Chief Monitoring and Evaluation Division Field Office: Section Head Policy Development and Planning Section
	TOTAL	None	For Single Data - 1 working day, 15 minutes For Multiple Data - 1 working day, 5 hours, 15 minutes No Data - 1 hour, 45 minutes	



PROGRAM MANAGEMENT BUREAU (PMB)

FRONTLINE SERVICES



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

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

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

Office or Division:	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citi	zen		
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 (CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:				
PhilSys ID		Philippine Statistics Authority		
UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System		
Philhealth ID F		Philhealth		
 Driver's Lic 	ense	Land Transportation Office		
PRC ID Professional Regulation Commission		Professional Regulation Commission		



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



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



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



1.Validated School ID and Valid I. D	School where the beneficiary is enrolled
2.a. Enrolment Assessment Form orb. Certificate of Enrolment or Registration;orc. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE FOR INDIVIDUAL AN	I ID FAMILIES ENDORSED IN GROUPS
1.Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be	Barangay Hall where the client is presently residing
required or medical document as proof that the beneficiary is admitted	Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances:	
a. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire	
b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay	Bureau of Fire or PNP
c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.	Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay Local Social Welfare and Development Office or other social welfare agencies
d.For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online a. sexual exploitation of children b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	Local Social Welfare and Development Office or other social welfare agencies Police Station Hospital or Clinic



Certificate of Indig Client is in Need other documents regulating agencies such as but not ling Blotter, Spot reports Joint AFP-PNP (JAPIC) certificate	cate of Residency or gency or Certificate of the of Assistance as well as from legal authorities or es, as may be applicable mited to Police Report or ort from the AFP or PNP, Intelligence Committee e, Certification of death, ace Family Access Card	 Police Station AFP or PNP Office of Civil Registry Certificate from the LDRMO; or Local Government Unit 		egistry the LDRMO; <i>or</i> ent Unit	
MATERIAL ASSIS	STANCE	WHERE	TO SECURE		
1.General Intake S	Sheet	DSWD C	CIU or CIS or SW	AD	
2.Material Assista	2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
ON-SITE TRANS	ACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1.Present pertinent documents.	1.1Check the completeness of documents submitted by clients. 1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS) If it is determined that the client has received assistance beyond the allowed frequency, notify the	NONE	1 hour	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)	



	client regarding the provisions stipulated in the guidelines. If eligible, provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS. If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE. For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.	NONE	3 hours	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)



a guarai DSWD p prepare DSWD p forward Review along wi	stance through ntee letter, the personnel shall the GL. The personnel shall it to Step 3: and Approval th the GIS, CE, ification of the orker.	
availabi shall ad	nce, ing on the lity, the SWO vise the client to to Step 4	
found to incomp the requirent as listed compliant.	lete to support lest, the SWO lise the client to with the intary inents needed	
to be in avail the assista shall iss	ient is found eligible to e nce, the SWO ue a letter of eval to the	
I	that services are outside	



	the scope of the program, the SWO shall refer the client to the corresponding program concerned.			
3. Receiving Assistance	3.1 The DSWD personnel Shall Forward the documents to the authorized official/s. If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request. If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.	NONE	50 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)



4. Fill out Client Satisfaction Measurement Survey	4.1 The DSWD personnel shall Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance. For Cash Outright (Php10,000 and below): 4.1.1.1. The Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash shall release the assistance. For Guarantee Letter addressed to the Service Provider: 4.1.2.1. The DSWD personnel shall prepare the GL. 4.1.2.2. CIU/S Admin staff shall encode the GL to the existing document tracking system.	NONE	50 Minutes for Cash Outright	SPECIAL DISBURSING OFFICER (SDO) Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
	Service Provider: 4.1.2.1. The DSWD personnel shall prepare the GL. 4.1.2.2. CIU/S Admin staff shall encode the GL to the existing document tracking	139		



TOTAL	NONE	5 Hours 40 Minutes for Cash- Outright 16 Working Hours(2 days) for GL	
4.2. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references. 4.2.1.The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box			Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
4.1.4The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.			
filling out the Material Assistance Distribution Sheet. 4.1.3.2. The CIU/S Staff shall provide the assistance.		10 Minutes for Material Assistance	



2. Offsite Implementation or Assessment of Individual Clients outside the DSWD Offices (CIU/COS/SWAD OFFICES)

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

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

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

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

Office or Division:	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR		
Classification:	Simple		
Type of Transaction:	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 C	F REQUIREMENTS	WHERE TO SECURE	
Any valid identification card of the client/ person to be interviewed (1 original copy) from the following:			



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



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



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



1.Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2.Transfer Permit	City or Municipal Hall
EDUCATIONAL ASSISTANCE	WHERE TO SECURE
1.Validated School ID and Valid I. D (1 original copy)	School where the beneficiary is enrolled
2. (1 original/certified true copy of the following) a. Enrolment Assessment Form or b.Certificate of Enrolment or Registration; or Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE FOR INDIVIDUAL	AND FAMILIES ENDORSED IN GROUPS
1.Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document	Barangay Hall where the client is presently residing
as proof that the beneficiary is admitted (1 original/certified true copy)	Hospital where the beneficiary is currently admitted
OAOU DELIEE AGGIOTANGE	
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances:	WHERE TO SECURE
	Bureau of Fire or Philippine National Police
Depending on the circumstances: a. For Fire Victims: Police Report or Bureau of Fire Protection	
Depending on the circumstances: a. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the	Bureau of Fire or Philippine National Police Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay, Local Social Welfare and Development Office or other
Depending on the circumstances: a. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay c. For Rescued Client: Certification from a social worker or	Bureau of Fire or Philippine National Police Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay, Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other



well as other authorities or remay be applicated to Police report from the AFP-PNP Interport (JAPIC) certification. MATERIAL ASS 1.General Intake		AF Of Ce Lo Ho Ph WHERE TO DSWD CIU	olice Station P or PNP ffice of Civil Registertificate from the ocal Government ospital or Clinhysician D SECURE or CIS or SWAD or CIS or SWAD	LDRMO; or Unit ic signed by Licensed
OFF-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
			5 Minutes	Social Welfare Officer III



	with the official list of target beneficiaries		5 minutes	
	1.1.1 Check the validity and completeness of the required documents presented by the client.			
	If the documents submitted by the client are incomplete, advise the client to comply with the relevant documents.			
	If complied, check validity and completeness of documents before proceeding to the next step.			
	2.1 Fill out the assessment area in the GIS;			
2. Submit pertinent documents for Interview and Assessment	2.1.1 The social worker shall conduct an interview and assess the client to determine the eligibility of the client and complete the filling out of the GIS.	NONE	30 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)



	If the client is eligible to receive assistance, the social workers shall recommend the appropriate assistance and fill out the CE. If the client is ineligible to avail assistance, the DSWD Personnel shall issue a letter of ineligibility signed by			
3. Receive Assistance and fill out Client Satisfaction Measurement Survey	the authorized staff 3.1 The authorized DSWD Personnel shall review and release the assistance upon the establishment of the correctness and completeness of documents. 3.1 1 The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box.	NONE	5 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
	TOTAL	NONE	40 Minutes	



SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU (SWIDB)

FRONTLINE SERVICES



1. DSWD Academy Function Room Reservation and Use

This process facilitates the reservation and use of function rooms at the Social Welfare and Development Center for Asia and the Pacific (DSWD Academy)

Social Welfare Institutional Development Bureau (SWIDB) - Knowledge

Office or Division:	Management Division (KMD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Reservation				
1. Inquiry via email, cha chat, or call)	at, or call (1 email,	1. Requesting Party		
2. Reservation Form (1 scanned copy) 3. Notification of Cancelation - applicable for canceling the reservation (1 notification sent via email to DSWD Academy)		DSWD Academy Admin Staff (via email) Requesting Party		
Ingress				
1. Function Room Use Monitoring Sheet (1 printed copy)		1. DSWD Academy Front Desk		
Egress				
Damaged or Lost Item Incident Report (if applicable; 1 printed form)		1. DSWD Academy Front Desk		
2. Client Satisfaction Measurement Survey (1 online survey form)		2. DSWD Academy Front Desk		
3. Function Room Use printed copy)	Monitoring Sheet (1	3. DSWD Academy Front Desk		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the function room is available	1.1 Receive and acknowledge inquiry of the client and check the availability of function rooms through the DSWD Academy Google Calendar. If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form). If rooms are not available, share the DSWD Academy calendar link (KM Portal/SWIDB TA Portal) and request the client to identify other dates that the DSWD Academy is available. If DSWD Academy is available. If DSWD Academy is fully booked on the dates that the client has identified, issue a Certificate of Non-Availability applicable to DSWD OBS/FO clients only. Note: For the prepared Certification of Non-Availability, print and endorse to the head of DSWD Academy for signature.	None	90 minutes	Social Welfare Officer V (SWO V)/ Division Chief Social Welfare Institutional Development Bureau - Operations and Marketing Division (SWIDB - OMD)



	2. Submit the reservation form through email of DSWD Academy (If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	Review and sign the Certification and forward it to DSWD Academy admin staff for outgoing. Send the client the signed Certification through email. Endorse the hard copy to the concerned OBS client. A hard copy is issued to the client as required by the Finance and Management Service. 2.1 Receive and confirm the reservation through email. Note: Send a scheduled email notification seven (7) working days before the activity to remind the client of the reservation. In case of cancellation, the DSWD Academy should be informed at least seven (7) working days before the activity. In case of late notification of cancellation of activity per timeline, the organizer will provide a memo with the reason of cancellation signed by OBSU head	None	90 minutes	SWO V/ Division Chief SWIDB - OMD
Ingress 3. Accomplish the Function Room SWO V/ Division Chief	3. Accomplish the		None	5 minutes	



Use Monitoring Sheet	Room Use Monitoring Sheet and accompany the organizer and direct the clients to their assigned function room			SWIDB - OMD
Egress				
4. Submit the accomplished Function Room Use Monitoring Sheet and accomplish the CSM Survey	4.1 Receive the accomplished Function Room Use Monitoring Sheet and inspect the client's vacated room vis-à-vis the Function Room Amenities Checklist to determine if nothing is missing or damaged in the function room. Note: Request the activity organizer to scan the CSMS QR code to access and accomplish the CSMS.	None	5 minutes	SWO V/ Division Chief SWIDB - OMD
	4.2 Check if the Function Room Use Monitoring Matrix is completely filled out	None	10 minutes	SWO V/Division Chief SWIDB - OMD
	4.3 Report the result of the inspection of the vacated function room to the front desk. Note: If there are missing/ damaged items, fill out the Facility Damaged and	None	5 minutes	SWO V/Division Chief SWIDB - OMD



	Lost Items Incident Report form.			
	4.4 Inform the client (organizer) about the inspection result. Note: If there are damaged/missing item/s, discuss the penalty with the client.	None	5 minutes	SWO V/Division Chief SWIDB - OMD
5. Pay the billed amount	5.1 Facilitate the mode of payment per classification of clients with the organizer once the result of the inspection is concurred If the organizer is from DSWD/NGA and availed of function room only, prepare a Statement of Account and send it to the concerned office for processing of payment thru Authority to Debit Account. If the organizer is from DSWD/NGA and with check-in participants, prepare a Statement of Account and other supporting documents such as ID and send them to the concerned office for processing of payment through Authority to Debit Account.	Rates per base rate (8 hours), with additional charge of 12.5% per base rate for every succeeding hour Plenary Hall - Php 10,000.00 Kamagong Function Room - Php 7,000.00 Rosal Function Room - Php 5,000.00	5 minutes	SWO V/Division Chief SWIDB - OMD



TOTAL	Depends on the type of function room and days of utilization	3 Hours and 40 minutes	
5.2 Encode the transaction in the payment database and/or the Account Receivable Database.	None	5 minutes	SWO V/Division Chief SWIDB - OMD
	Other fees: if applicable (amount of damaged or lost items)		
	Ylang-Ylan g Function Room - Php 5,000.00		
If the organizer is from an external organization and provides payment, issue a provisionary receipt.	Sampaguit a Function Room - Php 5,000.00		



2. DSWD Academy Guest Room Reservation and Use

This service provides guidance on how to accommodate availing individuals of guest room service at the DSWD Academy facilitated through online reservations or walk-ins.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reservation	
1. Inquiry via email, chat, or call (1 email, chat, or call)	Requesting party
2. DSWD Academy Reservation Form (1 scanned copy) 3. Requester's ID (1 scanned copy;	DSWD Academy Admin Staff (via email) Requesting party
preferably office or corporate ID) 4. Notification of Cancelation -	4. Requesting party
applicable for canceling the reservation (1 notification sent via email to DSWD Academy)	
Check-in	
Billet form is accessible through (1 Google Form or 1 printed copy)	1. DSWD Academy Front Desk
2. Valid ID (1 valid ID, scanned or actual; preferably corporate ID)	2. Requesting party
3. Activity Attendance Sheet (1 printed copy)	3. DSWD Academy Front Desk
Check-out	
Damaged or Lost Item Incident Report (if applicable)	1. DSWD Academy Front Desk
	2. DSWD Academy Front Desk



2. Client Satisfaction MeasurementSurvey (1 online survey form)3. Activity Attendance Sheet (1 printed

copy)

ted 3. D

3. DSWD Academy Front Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the guest room is available	1.1 Receive and acknowledge the inquiry of the client and check the availability of guest rooms through the DSWD Academy Google Calendar.	None	90 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
	Note: If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form). For queries received via phone call or chat, request the client to provide an email address.			
	Inform the client that all rooms are for triple-sharing and may be shared with another co-guest. If the client prefers to avail the whole room, he/she will pay the amount for three guests.			
	If there are no available rooms, inform the client about the unavailability of rooms through			



	email/chat/call.			
2. Submit reservation form through email of DSWD Academy	2.1 Receive, confirm, and acknowledge the reservation through email. Once confirmed, book the requested schedule to the DSWD Academy Google calendar.	None	90 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
(If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	Note: In case of rebooking, it should be communicated through email and should be made at least three days before the original reserved date. In case of cancellation, it should be communicated through email and should be made at least three days before the reserved date.			
Check-in				
3. Accomplish the Billet Form	3.1 Receive the client and ask if he/she has a reservation. If yes, check if the client has a previous record of check-in in the Billet Database and validate if existing records are still updated.	None	5 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
	If there is no			



	reservation, check the availability of guest rooms and request the client to scan the posted QR code to access and fill out the Billet Form through Google Form and upload a scanned copy of ID. If internet access is not available, request a client to fill up a hard copy of the Billet Form. Note: If there are no available rooms, inform the walk-in client. For group billeting, an activity attendance sheet will be accomplished by the participants/clients.			
	3.2 Accompany the client to the assigned room. Note: Inform the client to surrender the room key, and a CSMS form will be accomplished upon his/her check-out.	None	10 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
Check-out				
4. Surrender the room key and	4.1 Receive the surrendered room key	None	3 minutes	Social Welfare Officer V / Division Chief



accomplish the CSM Survey	and request the client to scan the CSMS QR code to access and accomplish the CSMS. Note: Instruct the DSWD Academy admin staff to inspect the vacated room.			SWIDB Operations and Marketing Division
	4.2 Inspect the client's vacated room vis-à-vis the Room Amenities Inventory posted in the room to determine if nothing is missing or damaged. Note: If there are missing/ damaged items, fill out the Damaged or Lost Item Incident Report form.	None	10 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
	4.3 Report the inspection result of the vacated room to the front desk officer. Note: Inform the client about the inspection result including penalty if there are damaged or lost items.	None	5 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
5. Pay the billed amount	5.1 Receive payment and issue a provisionary receipt.	P300.00 for DSWD staff and its Affiliate	3 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and



Note: Thank the client for staying at DSWD Academy. If the client is an activity participant, request the client to indicate the check-out time and affix his/her signature to the Activity Attendance Sheet.	and Supervised Agencies and DSWD Program beneficiari es P500.00 for other governmen t agencies P700.00 for private individuals (if applicable) amount of damaged or lost items		Marketing Division
5.2 Encode the payment details in the Payment Database.	None	3 minutes	Social Welfare Officer V / Division Chief SWIDB Operations and Marketing Division
TOTAL	Depends on the guest category and days of utilization	3 Hours and 39 minutes	

Note: The facility provides a 20% discount for senior citizens, PWD, students and solo parents upon presentation of the corresponding valid ID.



3. Provision of Resource Person to DSWD Intermediaries and Stakeholders

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

Office or Division:	Social Welfare Institutional Development Bureau - Field Office Counterparts			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)			
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)			
CHECKLIST OF RI				
1. Request Letter (1 sca	EQUIREMENTS			
1. Request Letter (1 sca	EQUIREMENTS anned or printed	WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the CBS/SWIDS Note: Generate copies of	None	4 Hours	Administrative Officer II Field Office Records and Archives Management Section (FO RAMS)
	the request and copy furnish the ORD, ARD,			



	and Assigned DCs for			
	information. 1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	Training Specialist III Protective Services Division
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	Social Welfare Officer V Protective Services Division
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to complete the details. Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one. If the request letter	None	4 Hours	Training Specialist III Protective Services Division
	provides unclear information, send the			



Request Form to the requester			
1. 5. Once the senior specialist is identified a database/list, coordinate with the supervisor of CGS member (Specialist)/ to inform and check on their availability.	ate	18 Hours	Training Specialist III Protective Services Division
Note: If the supervisor the CGS member will be able to respond with an hour, assigned CBS/SWIDS staff shall email the CGS member with the details of the request.	not thin II		
1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order: 1. Junior Specialist (JS 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experi	S))		
1.5.2. If no RP is available, coordinate we the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.	he		
1.5.2.1. If the requester is amenable to changi			



	the date, the same process of coordination, following the sequence, shall be done. Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP			
(If regret) Accomplish CSM Survey	1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials. 1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.	None	8 Hours	Training Specialist III Protective Services Division
	1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director. 1.7.1. with corrections: Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff. 1.7.2. with no correction: Forward the Confirmation Letter/	None	4 Hours	Social Welfare Officer V Protective Services Division



	Regret Letter, and RSO to the Regional Director. Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD			
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter. 1.8.1. if with corrections: Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head. 1.8.2. If with no corrections: Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.	None	8 Hours	Regional Director Field Office
	1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database.	None	3 Hours and 50 minutes	Training Specialist III Protective Services Division
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form),	None	10 minutes	Training Specialist III Protective Services Division



convert it to PDF then forward to the Document Custodian via Email.			
TOTAL	None	7 Days	



STANDARDS BUREAU (SB)

FRONTLINE SERVICES



1. Accreditation of Civil Society Organizations (CSOs): To Implement DSWD Projects and/or Program 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 Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
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
Duly Accomplished and Notarized Application Form (1 original copy).	 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://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-002 REV-01 Application-form-for-the-accreditat ion-of-CSOs.pdf or; https://www.dswd.gov.ph/issuances/MCs/MC 2019-013.pdf
2. Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years (1 photocopy).	Provided by Applicant
3. Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key	 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



Personnel of the applicant CSO (1 original copy).	https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-004_REV-01_IMPLEMENTING-CSO-PROFILE-OF-BOARD-DIRECTORS-TRUSTEES-OFFICERS-AND-EM P.pdf <i>or;</i> • https://www.dswd.gov.ph/issuances/MCs/MC 2019-013.pdf
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices (1 photocopy).	Provided by Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC (1 original copy)	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
6. Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019 (1 original copy).	DSWD website https://www.dswd.gov.ph/issuances/AOs/AO_2019-011.pdf or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
ADDITIONAL REQUIREMENTS AS APPLICABLE: 1. Duly Accomplished List of Projects and Programs funded by DSWD or any government agency, if	https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD -SB-GF-003_REV-01_IMPLEMENTING-CIVIL-SOCIETY-ORGANI ZATION-CSO.pdf or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf



applicable (1	
original copy).	
2. Certificate of No	DSWD website
Default or Delay	https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD
in Liquidating	-SB-GF-005_REV-01_CERTIFICATION-OF-NO-DEFAULT-OR-DE
Funds signed by	<u>LAY-IN-LIQUIDATING-FUNDS.pdf</u> or;
the DSWD Field	
Office Head and	https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
countersigned by	
the Finance	
Management	
Service or by the	
concerned	
government	
official of the other	
Government	
Agencies, if	
applicable.	
(DSWD-SB-CSO	
A-004A) (1	
original copy)	

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.13 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. File the Application Form together with other documentary requirements to the Standards Bureau of the DSWD Central Office.	1.1 Receive and record the application at the e-DTMS	None	30 minutes	Bureau Director Standards Bureau
2. Wait for the notification on the conduct of validation for its application	2.1. If found complete, Standards Bureau (SB) shall request the Field Office to conduct a Virtual/On-Site Validation Assessment.	None	4 hours	Section Head



2.2 Post notice to the public or invitation to submit a derogatory report. Note: Within three (3) working days from the receipt of a derogatory report, the Standards Bureau (SB)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.	None	4 hours	Section Head -Information and Communication Technology Management Services (ICTMS)
2.3 If found incomplete, SB shall return all submitted documents to the applicant CSO with a letter providing technical assistance and a checklist indicating the lacking required documents	None	4 hours	Section Head
2.4 If found with irregularities, the documents will not be returned to the applicant. It shall serve as evidence and a ground for blacklisting	None	4 hours	Section Head



3. Participate in the actual Virtual or On-site Validation Assessment.	3.1 Conduct Virtual or On-Site Validation Assessment at the applicant CSO's address or location Note: If the applicant recently received its accreditation as Social Work Agency within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual or On-Site Validation Assessment, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.	None	1 day (<u>per</u> <u>agreed</u> <u>schedule)</u>	Regional Director DSWD Field Office
4. Wait for the approval or denial of the application for accreditation	4.1 Prepare and submit the Virtual or On-Site Validation Assessment. report to SB	None	4 days	Regional Director
	4.2 Conduct assessment and examination of application	None	4 days, 1 hour and 30 minutes	Section Head, Standards Bureau



	4.3 Conduct final review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)	None	3 days and 2 hours	Section Head, Division Chief, Assistant Bureau Director
	4.4 Issue Confirmation Letter on the result of the evaluation	None	2 days	Section Head, Division Chief, Assistant Bureau Director, Bureau Director
	4.5 Approve the Certificate of Accreditation	None	3 days, 2 hours	Undersecretary, Secretary
5. Receive the Certificate of Accreditation or the Denial Letter and accomplished the Client Satisfaction Measurement Survey Form	5.1 Notify the Applicant Organization on the availability of the Certificate	None	1 hour	Section Head
	5.2 Issue the Certificate of Accreditation or the Denial Letter through mail or courier	None	55 minutes	Section Head
	5.3 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Section Head
For Incomp	TOTAL elete and Non-compliant:	None	1 day and 4 hours	



For Complete and Compliant:	None	20 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.

2. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)

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

Office or Division: Classification:	All Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) Highly Technical
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	All Private Licensed SWAs with Social Welfare and Development Programs and Services and Public SWDAs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Basic Documents 1. Duly Accomplished and Notarized Application Form (1 original copy)	 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) (kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FORM-FORM-FORM-FORM-FORM-FORM-FORM
Pre-accreditation assessment	Memorandum Circular No. 21 s. 2022



- a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 photocopy)
- b. For Renewal, submit a self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 photocopy).

https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf

Assessment Tools

For Residential:

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Community-Based:

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx

For Non-Residential Based

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Senior Citizens Center

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx

For Child Placement Services

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc

For Special Drugs Education Center

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx



For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx

For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx

For NVRC, AVRC and other Centers Providing Similar Programs and Services
https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASS-ESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx

- Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)
- Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 photocopy)

Note: The first two (2) Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.

- https://standards.dswd.gov.ph/wp-content/uploads/2023/ 08/DSWD-SB-GF-049 REV-01 MANUAL-OF-OPERATI ON.docx
- The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097 REV-00 APPLICATION-FORM-F

OR-ACCREDITATION-OF-SWD.docx



For Applicant SWA's implementing Child Placement Services:	
5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).	
B. Documents Establishing (Corporate Existence and Regulatory Compliance
6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (1 Photocopy of Certification)	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
(not applicable for Public SWDA)	
7. For Center Based (Residential and Non-Residential Based) and Community Based, Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or	City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation
Annual Building Inspection Certificate (for old	 Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
buildings) (1 photocopy of Certificate)	 City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider



b. Fire Safety Inspection Certificate Water (1 photocopy of Certificate) c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)	
C. Documents Establishing 1	rack Record and Good Standing
8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate) For RAB President, the Standards Section shall be the one to issue the required certification.	https://standards.dswd.gov.ph/wp-content/uploads/2023/ 08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx ship-certification.docx
9. Work and Financial Plan for the two (2) succeeding years (1 original copy).	 https://standards.dswd.gov.ph/wp-content/uploads/2023/ 08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Pla n.docx
10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1	Board Resolution by the Organization Not applicable for public SWDAs



Notarized and Updated Photocopy of Certification)	
11. Annual Accomplishment Report of the previous year (1 photocopy of report)	https://standards.dswd.gov.ph/wp-content/uploads/2023/08/ DSWD-SB-GF-051_REV-01_Annual-Report.docx
12. Audited Financial Report of the previous year (1 photocopy of Audited Financial Report)	 For Public SWDA, Copy of Consolidated Annual Audit Report; For Licensed SWA, Copy of Audited Financial Statement duly received by BIR or SEC. https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx
13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).	Certification from DSWD Office that the applicant is free from any financial liability/obligation
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt)	Cashier Division, DSWD

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website/ Standards Bureau/Field Office		None	Not Applicable	Bureau Director Standards Bureau



2. Submit the application and supporting documents	2.1Receive the documentary requirements and provide the applicant SWDA with an application reference number for easy tracking and reference.	None	5 minutes	Bureau Director Standards Bureau
3. Secure an Acknowledgement Receipt (stamped received) of the submitted requirements Note: For incomplete requirements, the applicant SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	3.1 Determine whether the submitted documents are: Complete - provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau Incomplete - return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance. Advise the applicant, that the application will not be processed until the lacking requirements are submitted	None	5 minutes	Section Head
4. Request for the billing statement.	4.1 Prepare Billing Statement and instruct applicants to proceed to the Financial	None	**5 minutes	Section Head



5. Pay the processing fee	Management Service (DSWD Cashier, 2 nd Floor, Matapat Building) for applicants at DSWD Central Office. 5.1 Process payment and issue Official Receipt.	₱1,000.0 0	**5 minutes	Section Head Cashier Section
6. Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	6.1 Receive the photocopy of the Official Receipt from the applicant SWDA.	None	5 minutes	Bureau Director Standards Bureau
7. Wait for the result of the documents review and notice of Virtual Assessment.	7.1 Review the submitted documents as to completeness and compliance.	None	4 days, 7 hours 40 minutes	Section Head
	7.2 Assess the submitted documents. If found complete and compliant, prepare an Acknowledgement Letter notifying the conduct of a 2-day Virtual/on-site Assessment. If found incomplete or non-compliant, shall send an Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application	None	2 days	Section Head



	documents submitted.			
8. Participate in the conduct of an accreditation assessment	8.1 Conducts the accreditation assessment (virtual or on-site) through the following activities: 8.1.1 Focus Group Discussion with Clients 8.1.2 Interview with the staff 8.1.3 Review of documents 8.1.4 Ocular Inspection Action Planning/Exit Conference	None	2 days depending on the Programs and Services for Accreditation 1 day for Senior Citizen Center	Section Head
9. Wait for the result of Assessment.	9.1 Prepare Confirmation Report	None	1.5 days	Section Head
	If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation.	None	1 day	Section Head
	If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.	None	1 day	Section Head
	9.2 Review and approval of the confirmation report	None	4 days	Section Head/Division Chief/Bureau Director



10. Receive the Certificate of Accreditation through mail/courier or pick-up at the Standards Bureau and accomplish and submit Client Satisfaction Measurement Form	If favorable, send the Confirmation Report and certificate of accreditation. Notify the SWDA on 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	2 days	Section Head
	If not favorable, send the confirmation report.			
	10.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	*5 minutes	Section Head
	TOTAL	D 4 000 0	00	
	Social Work Agency	₱1,000.0 0	20 working days	
	Senior Citizen Center:	None	19 working days	
B. Processing Proc EMail/Courier:	edures of Applications	submitted	I at Standards	Bureau through
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the Application Form together with the prescribed documentary requirements for Accreditation:	1.1Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	1 hour	Bureau Director Standards Bureau



Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City 2. Waits the result of the documents	2.1 Determine whether the submitted	None	4 days and 7 hours	Section Head
review	documents are complete.			
	2.2 If complete: Prepare acknowledgement letter indicating the payment of processing fee and schedule of accreditation and the approved acknowledgement letter 2.3 If incomplete: Prepare acknowledgement letter and return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance and send the approved acknowledgement letter	None	2 days	Section Head
3. If cash: secure billing statement from the DSWD Field Office and Central Office	3.1 Prepare and provide the applicant SWDA with the billing statement	None	5 minutes	Section Head
4. Payment of processing fee	4.1. Process payment and issues Official Receipt.	₱1,000.0 0	5 minutes	Section Head Cashier Section



Note: If cash, present the Billing Statement at the Cashier and settle the required fee. If online: settle at any authorized service provider			Applicant's discretion for online payment	
5. Provide a photocopy of the Official Receipt (OR) through the following means:	5.1 Acknowledge the copy of the Official Receipt from the SWDA. Note: For the Copy of OR sent	None	5 Minutes	Section Head
a. Scanned copy of the Official Receipt sb@dswd.gov.ph with the subject: Name of the Organization_Copy of OR for Accreditation.	through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.			
b. Hand-carry the Photocopy of Official Receipt to Standards Bureau.				
c. Courier the Photocopy of Official Receipt to Standards Bureau.				
6. Participate in the conduct of accreditation assessment	6.1 Conduct the accreditation assessment (virtual or	None	2 days depending on the Programs and Services	Section Head



	actual visit) through the following activities: a. Focus Group Discussion with Clients b. Interview with the staff c. Review of documents d. Ocular Inspection e. Action Planning/Exit Conference		for Accreditation 1 day for Senior Citizen Center	
7. Await the result of Assessment.	7.1 Prepare Confirmation Report	None	4 working days	Section Head
	7.2 If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation.	None	3 working days	Section Head
	7.3 Review and approval of the confirmation report and certification of accreditation	None	3 working days	Section Head/Division Chief/Bureau Director, Undersecretary, Assistant secretary
	7.4 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	Section Head
	7.5 Review and approval of the confirmation report	None	3 working days	Section Head/Division Chief/ Bureau Director
8. Receive the Certificate of	8.1 Sends Confirmation Report	None	1 working day	Section Head



Accreditation through mail/courier of pick-up at the Standards Bureau and accomplish the Client Satisfaction Measurement Form	Confirmation Report and certificate of accreditation. Notify the SWDA on the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier) If not favorable, send the confirmation report. 8.3 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	Included in the time allotted in the actual assessment	Section Head
	TOTAL Social Welfare Agency:	₱1,000.0 0	20 working days	
	Senior Citizen Center:	None	19 working days	

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



3. Accreditation of Social Worker Managing Court Cases

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

Office:	All Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Type of Transaction:	Highly Technica	al	
Type of Transaction:	G2C - Government to Client G2G - Government to Government		
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE	
A. New Applicants: For Soc			
Application Form for Accre Social Workers Managing (Annex A) (1 Original Cop of Notarized Application F	Court Cases y or Photocopy	 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 – Memorandum Circular No. 13 series of 2022 for the form 	
Professional Regulations Registration ID Card (1 ph valid PRC ID)		Professional Regulations Commission (PRC)	



3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application (1 photocopy of training certificate) In case of a lost certificate, a certification issued by the training provider may be presented.	Any of the following: DSWD or its recognized training institutions Iicensed and/or accredited partner agencies Civil Service Commission PASWI Department of Justice Philippine National Police
4. Recent Certificate of Completion/Participation on refresher course on case management of court related cases (if basic course was taken more than 3 years ago) or at least twenty (20) hours of training on relevant laws (1 photocopy of Certificate of Completion).	Training Provider
5. Summary documentation of ten (10) cases managed for the past three (3) years of any of the disadvantaged groups (Annex B) (1 photocopy of Summary documentation)	Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the template
Letter of Recommendation attesting to the competence of the social worker (1 photocopy Letter of Recommendation)	 Any of the following: Supervisor of the applicant; Philippine Association of Social Workers, Inc. (PASWI); If LGU designated court social worker, from the clerk of court
7. The following documents on cases handled must be made available during on-site assessment: a. Updated Social Case Study Reports; b. Updated Progress/running notes; c. Case summaries;	Applicant/Client



d. Case conference proceedings/ notes	
e. Court Order/ Decisions	
f. Other relevant documentation	
pertaining to the cases	
A.1 New Applicants: For Supervising Social V	/orkers
Notarized Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) (1 original)	 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)
O. Dufania d Dan Jalian On mining	Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the form Data Da
Professional Regulations Commission Registration ID Card (1 valid photocopy of PRC ID)	Philippine Regulations Commission (PRC)
3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application. (1 photocopy of Training Certificate) In case of a lost certificate, a certification issued by the training provider may be presented.	 Any of the following: DSWD or its recognized training institutions licensed and/or accredited partner agencies CPTCSA PASWI Department of Justice Philippine National Police
4. Summary of documentation of at least two (2) cases managed for the last three (3) years (Annex B) (1 photocopy of Summary of Documentation)	Provided by Applicant/Client
5. Summary list of cases reviewed/approved as supervisor (Annex	Provided by Applicant/ Social Worker



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



Previous Certificate of Accreditation (1 photocopy of Certificate)	Provided by Applicant
B.1. Renewal: For Supervising Social Workers	
All of the six (6) requirements stated under Supervising Social Worker for renewal	(As stated above)
Previous Certificate of Accreditation (1 photocopy of Certificate)	Provided by Applicant

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications rece	eived through Walk-in A	pplicants		
1. Submit Application form (Annex A) at the concerned DSWD Field Offices (FO) – Standards technical staff together with the requirements stated above.	1.1 The Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.	None	30 minutes	Regional Director DSWD Field Office
	1.2 If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.	None	30 minutes	Regional Director DSWD Field Office
	1.3 If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.	None	30 minutes	Regional Director DSWD Field Office



B. Applications recei	B. Applications received through Mail/Courier				
1. Send the Application Form (Annex A) with complete requirements thru mail/courier to the concerned DSWD Field Office (FO) – Standards Office or through the concerned official email of the FO Standards stated above.	1.1 The Field Office- Standards Staff shall receive the submitted documents and farm it out to the Standards Head Section.	None	30 minutes	Regional Director DSWD Field Office	
	1.2 Review the documents as to completeness then the concerned Technical Staff shall proceed with the pre-assessment.	None	4 hours	Regional Director DSWD Field Office	
	1.3 The technical staff shall conduct a desk review and determine compliance.	None	4 days	Regional Director DSWD Field Office	
	1.4 If requirements are complete and compliant, the Field Office-Standards Section shall prepare a pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.	None	1 day	Regional Director DSWD Field Office	



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



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



the scheduled Assessment with Standards Bureau	review of case records, interview of the applicant and client/s, and conduct of other relevant activities.			
	2.2 Concerned Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief. *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.	None	5 days and 2 hours after conduct of assessment	Section Head, Division Chief
3. Wait for the issuance of the accreditation certificate.	3.1 Standards Bureau Director shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to	None	1 day and 1 hour	Regional Director DSWD Field Office



the Assistant Cluster Head. If with inputs/comments/ corrections, the documents shall be returned to the technical staff.			
Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau.		2 days	Assistant Secretary
3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents.	None	2 days	Undersecretary
3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. 3.4.1 One set of copy of the approved Confirmation Report and Certificate of	None	3 hours	Section Head, Division Chief, Bureau Director
	If with inputs/comments/ corrections, the documents shall be returned to the technical staff. 3.2 The Assistant Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau. 3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents. 3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. 3.4.1 One set of copy of the approved Confirmation Report	Head. If with inputs/comments/ corrections, the documents shall be returned to the technical staff. 3.2 The Assistant Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau. 3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents. 3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. 3.4.1 One set of copy of the approved Confirmation Report and Certificate of	Head. If with inputs/comments/ corrections, the documents shall be returned to the technical staff. 3.2 The Assistant Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau. 3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents. 3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. 3.4.1 One set of copy of the approved Confirmation Report and Certificate of Accrificate of Certificate of Certificate of Confirmation Report and Certificate of



	transmitted to Records Section			
4. Receive the Certificate of Accreditation by mail or pick-up at the Field Office	4.1 Notify the Applicant Organization on the availability of the Certificate	None	1 hour and 30 minutes	Regional Director DSWD Field Office
	4.2 Issue the Certificate of Accreditation by mail or pick-up at the Field Office	None	1 hour and 55 minutes	Regional Director DSWD Field Office
	4.3 Provide the Applicant the Client Satisfaction Measurement Form	None	5 minutes	Regional Director DSWD Field Office
TOTAL Processing Time		None	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.

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



Who may avail of:	Registered, Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Application form (1) (1 original copy		 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 			
Authenticated Deed of Donation from the Philippine Consular Office of the country of origin (1 original or certified true copy)		Philippine Consular Office (i.e. embassy or consulate) of the country of origin - Apostilled Deed of Donation			
Notarized Deed o original copy)		Notary public			
4. Copy of valid DS\ License and/or Ac Certificate (1 phot	ccreditation	Issued by the DSWD to the licensed and/or accredited SWDA			
5. Bill of Lading or A or certified true co	, ,	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.			
6. Packing List (1 or true copy)	iginal or certified	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee			
7. Plan of Distributio	n (1 original copy)	 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 2
	 To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	o to the tanget area to tanata and the
Certification from Food and Drug Administration (FDA), in case of medicines (1 photocopy)	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
Notarized distribution report on latest shipment, if not the first time to import foreign donations (1 original copy)	 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 3 To be certified correct by the concerned DSWD Field Office
Proof of prior agreements or approved arrangements, in case of relief items other than food and medicines (1 photocopy)	Appropriate government agencies

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

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



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



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



Field Office for onward endorsement to the Standards Bureau	3.2 Log its receipt	None	7 minutes	Regional Director
	3.2 Log its receipt into the document tracking system	None	7 minutes	DSWD Field Office
	3.3 Provide the walk-in applicant with a document reference number for easy tracking.	None	8 minutes	Regional Director DSWD Field Office
4. Wait for the results of the assessment.	4.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	1 day	Regional Director DSWD Field Office
	4.2 If found compliant to eligibility and documentary requirements Prepare for conduct of area visit	None	1 day	Regional Director DSWD Field Office



4.3 If found non-compliant to eligibility and documentary requirements	None	1 day	Regional Director DSWD Field Office
Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provide the applicant the Client Satisfaction Measurement Form			
Note: Technical assistance through phone		<u> </u> 	t. f t

Note: Technical assistance through phone call, e-mail, text, chat or face-to-face technical assistance shall be provided while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.



provide the necessary technical assistance to comply with the requirement/s. 5.2 Endorse the draft acknowledgment letter to the Regional Director for approval	None	1 working day	Regional Director DSWD Field Office
5.3 Endorse the application to the Standards Bureau at the Central Office	None	1 day	Regional Director DSWD Field Office
5.4 Receive and check the completeness of the submitted application documents.	None	15 minutes	Section Head
5.5Logs its receipt into the Electronic Document Transaction Management System (EDTMS)	None	15 minutes	Regional Director DSWD Field Office
5.6 Conduct final review of submitted application documents	None	2 days and 6 hours	Section Head, Division Chief, Assistant Bureau Director, Bureau Director
If found incomplete or non-compliant, inform the Field Office concerned that the application shall not be processed unless the complete			



decumente bove			
documents have			
been endorsed			
/submitted.			
If compliant,			
forward the			
application to the			
Office of the			
Assistant Secretary			
supervising the			
Standards Bureau			
with the following:			
Endorsement			
letter to the			
DOF Conforme			
applicant that it			
should comply			
with			
post-facilitation			
requirements			
• Letter to			
concerned			
DSWD Field			
Office			
informing them			
of the			
endorsement			
If disapproved,			
return the			
documents and			
send a written			
communication to			
the concerned			
DSWD Field Office,			
copy furnished the			
applicant, indicating			
reasons for			
disapproving the			
application.			
5.7 Endorse the	None	1 day	Assistant
	INOIIC	i day	Secretary
request to the			Coorciary



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



For Incomplete			
Submission:	None	1 hour	

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.

5. Issuance Of Certificate Of Authority To Conduct National Fund-Raising Campaign To Individual, Corporation, Organization: National Regular Permit

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fundraising campaigns.

Office or Division:	All Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD)			
Classification:	Highly Technical	ince Monitoring Division (SCMD)		
Type of Transaction:	G2C - Government to Client G2G - Government to Government			
Who may avail:	All eligible persons, corporations, organizations or associations including registered, licensed and/or accredited social welfare and development agencies (SWDAs) and social welfare arm of religious organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.			
CHECKLIST OF REQI		WHERE TO SECURE		
religious organizations	A. For Registered, Licensed and Accredited SWDAs including Social Welfare Arm of religious organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.			
Duly Accomplished (1 original copy)	Application Form	 DSWD Central Office - Standards Bureau (SBIBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City 		
		 All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) 		
		 https://standards.dswd.gov.ph/wp-cont ent/uploads/2022/10/DSWD-SB-GF-0 80 REV-01 APPLICATION-FOR-AUT 		



	HORITY-TO-CONDUCT-SOLICITATIO N-FUND-RAISING-CAMPAIGN.pdf
Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application (1 original certified true copy)	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
*Not applicable to Government Agencies and SWDAs with Valid RLA	 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
3. 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 (1 original copy).	 Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
*Not applicable to Government Agencies and SWDAs with Valid RLA.	 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (1 original copy)	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City
	 All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
	 https://standards.dswd.gov.ph/wp-cont ent/uploads/2022/10/DSWD-SB-GF-0 83_REV-01_PROJECT-PROPOSAL-F OR-SOLICITATION-ACTIVITY.pdf
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer (1 original copy).	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City



*Not applicable to Government Agencies and SWDAs with Valid RLA.	 All DSWD Field Office - Standard Section (Regions I, II, III, IV-A, V, VI, V VIII, IX, X, XI, XII, CAR, CARAGO MIMAROPA & NCR) https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities (1 original copy). For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s	 Applicant signed by the intended beneficiary/recipients or its head/authorized representative
 may sign the document on behalf of the child. 7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or 	Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
responsibility (1 original copy) 8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy):	Agency that allows applicant to undertake solicitation activities in their jurisdiction
 a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others 	
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section (1 original copy).	 Attending physician or Hospital Records Section



10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) (1 original copy).	 Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office (1 original copy)	Concerned DSWD Office and/or the C/MSWDO of the concerned LGU
12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11) (1 original copy).	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City
	 All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
	https://standards.dswd.gov.ph/wp-c ontent/uploads/2022/10/DSWD-SB- GF-088REV-01_Board-Resolutio n.pdf
	Or
	https://standards.dswd.gov.ph/wp-content /uploads/2022/10/DSWD-SB-GF-089_RE V-01_Pledge-of-Commitment.pdf
13. Fund Utilization Report (Annex 12) of proceeds and expenditures (1 original copy).	DSWD Central Office - Standards
	All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V,



	VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
	 https://standards.dswd.gov.ph/wp-c ontent/uploads/2022/10/DSWD-SB-
	GF-090_REV-01_Fund-Utilization- Report.pdf
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Financial Management Service/Unit (1 photocopy).	 CO/FO Financial Management Service
B. For CSOs, Non- Stock, Non-Profit Corp	orations
Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) https://standards.dswd.gov.ph/wp-
	content/uploads/2022/10/DSWD-S B-GF-080_REV-01_APPLICATIO N-FOR-AUTHORITY-TO-CONDU CT-SOLICITATION-FUND-RAISIN G-CAMPAIGN.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf



Registra to regu Articles d applican (1 origin	al copy).	•	Applicant
Updated Accompl Sheet above-m agencies	Certificate of Good Standing, or Certificate of Corporate Filing/ished SEC General Information (GIS) from any of the tentioned regulatory government is that has jurisdiction to regulate the organization or agency (1 original	•	Applicant
5. Updated	Profile of Governing Board or its nt in Government Organizations al copy).	•	DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) <a -="" dswd="" field="" href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permitting-Intent/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit." office="" s<="" standards="" td="" ="">
	Resolution or any document ng the conduct of public solicitation al copy).	•	t.pdf DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) https://standards.dswd.gov.ph/wp-con tent/uploads/2022/10/DSWD-SB-GF- 088- REV-01 Board-Resolution.pdf



7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities (1 original copy).	Applicant
For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child.	
8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy):	Applicant
 a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others 	
9. Fund Utilization Report of proceeds and expenditures for previously conducted fund campaigns (1 original copy). Output Description:	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
	 https://standards.dswd.gov.ph/wp-con tent/uploads/2022/10/DSWD-SB-GF- 090 REV-01 Fund-Utilization-Report .pdf
 Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (1 photocopy). 	CO/FO FMS/U



- 11. Sample of additional specific requirements for each methodology to be used (1 photocopy):
 - a. Ticket, Ballots, Cards and similar forms
 - b. Donation Boxes, Coin Banks and other similar forms
 - c. Benefits show such as fashion show, concert and similar activities
 - d. Photo or Painting Exhibits and similar activities
 - e. Written request such as envelops, letters of appeal, greeting cards and similar forms
 - f. Text message, e-mail, online post and other types of solicitation using electronic devices
 - g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms
 - h. Sport activities for a cause such as fun run, marathon, cycling and similar activities
 - i. Rummage sale, garage sale, sale of goods and other similar forms

Applicant

C. For Government Agencies (GAs), Government Owned and Controlled Corporation (GOCC

s), and Local Government Units (LGUs) desiring to solicit funds

- 12. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).
- DSWD Central Office Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City
- All DSWD Field Office Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
- https://standards.dswd.gov.ph/wp-content/uplo ads/2022/10/DSWD-SB-GF-080 REV-01 APP LICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.p df



13. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	 DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
	 https://standards.dswd.gov.ph/wp-content/uplo ads/2022/10/DSWD-SB-GF-083_REV-01_PR OJECT-PROPOSAL-FOR-SOLICITATION-AC TIVITY.pdf
14. Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy).	Concerned Government Agency
15. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).	CO/FO FMS/U
16. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	 DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
 17. Sample of additional specific requirements for each methodology to be used (1 photocopy): a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms 	Applicant



- c. Benefits show such as fashion show, concert and similar activities
- d. Photo or Painting Exhibits and similar activities
- e. Written request such as envelops, letters of appeal, greeting cards and similar forms
- f. Text message, e-mail, online post and other types of solicitation using electronic devices
- g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms
- h. Sport activities for a cause such as fun run, marathon, cycling and similar activities
- i. Rummage sale, garage sale, sale of goods and other similar forms

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Facilitation Procedures after receipt of complete application documents from the applicant of the National Fundraising Campaign at the concerned DSWD Field Office and the DSWD Central Office - Standards Bureau				
A. For Walk-In Applicar	nts			
1: Secure application form thru the DSWD Website or from the DSWD Field Office Website		None	Not Applicable (NA)	Not Applicable (NA). Application Form is readily downloadable
2: Pay Processing Fee at the Cash	2.1 Receive payment for the required	PhP1,000. 00	10 minutes	Section Chief Cash Section



Section of the Field Office	processing fee and issue official receipt (OR)			
3:Submit the application documents at the Field Office Standards Section	3.1 If Complete and Compliant, review completeness and correctness of submitted application documents.	None	1 hour	Regional Director DSWD Field Office
	3.1.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	1 hour	Regional Director DSWD Field Office
	3.2 If found incomplete or non-compliant, 3.2.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	1 day and 4 hours	Regional Director



	3.2.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	1 day and 4 hours	Regional Director
B. For Application	s Sent through Ema	il/Courier		
1: Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	Not Applicable (NA). Application Form is readily downloadable
2: Pay Processing Fee at the Cash Section of the Field Office	2.1Receive payment for the required processing fee and issue official receipt (OR)	PhP1,000.00	10 minutes	Cash Section Chief
3: Submit application documents through email/courier	3.1 If Complete and Compliant: 3.1.1 Review the completeness and correctness of submitted application documents.	None	1 hour	Regional Director



3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	1 hour	Regional Director
3.3 If found incomplete or non-compliant, 3.3.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	1 day and 4 hours	Regional Director
3.4 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	1 day and 4 hours Total of 3 working days for incomplete/ non- compliant applications sent via email/courier	Regional Director

Note: Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.



4. Mait for the recult of	4.4 Fradarsa via	Mana	7	Degional Director
4: Wait for the result of the assessment	4.1 Endorse via email or courier 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	7 working days (inclusive of steps from payment of processing fee, review and receipt of application documents)	Regional Director
	4.2Review 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 Assistant Secretary concerned for recommending her approval	None	4 days	Section Head (NFRC-CSO-DEI Section), Division Chief of the Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director-Standards Bureau



4.3Endorse the application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign Note: If disapproved, indicate the reason and return to the Standards Bureau and provide reason	None	1 day	Assistant Secretary
4.4 Review application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign and endorse to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to	None	2 days	Undersecretary



			-
Conduct National Fund-Raising Campaign. Note: If disapproved, indicate the reason and return to the Standards Bureau and provide reason for disapproval			
4.5 Sign the Certificate of Authority to Conduct National Fund-Raising Campaign	None	1 day	Secretary
If disapproved: 4.6 SB to call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.	None	1 day	Section Chief (NFRC-CSO-DEI Section)
4.7 Provide the necessary technical assistance to rectify the gap and submit the lacking requirements.	None	1 day	Section Chief (NFRC-CSO-DEI Section) – Standards Compliance and Monitoring Division (SCMD)
4.8 In case of disapproval, SB shall communicate with the applicant stating the reasons for disapproval	None	1 day	Section Chief (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau



				DSWD Central Office
5: Receive Permit or Denial Letter via email, courier, or pick-up	5.1 Notify the Applicant on the status of the Solicitation Permit /National Fund-Raising Campaign Authority through Conforme Letter	None	4 hours	Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office
	5.2 Issue the National Fundraising Campaign Authority/Solicitation Permit or the Denial Letter	None	3 hours	Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office
	5.3 Notify DSWD Field Office concern through issuance of memorandum for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.	None	55 minutes	Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office



6 Fill-out Client Satisfaction Measurement Form (CSMF)	6.1 Provide the applicant the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Section Head (NFRC-CSO-DEI Section)
0	TOTAL	₱1,000.00	16 Working	
Comp	lete and Compliant:		Days	
Complete but Non-Compliant and/or		₱1,000.00	3 Days	
Incomplete Submission:		·	-	
Incor	mplete Submission:	None	30 Minutes	

The number of minutes shall be included on the total 16 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

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

The process of assessing the applicant person/individual, corporation, organization or association eligibility for Temporary Solicitation Permit to conduct national fund-raising campaign during State of National Emergency/Calamity.

Office or Division:	Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	All eligible person, group, corporation, organization or association desiring to solicit funds for charitable and public welfare during State of National Emergency/Calamity



	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Α.	A. For Person or Individual Representative of a Group				
1.	Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)	 DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City All 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 2021-005.pdf Annex 2 - Notarized Application Form dswd.gov.ph Resources SB Forms and Tools Public Solicitation Application Form insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf (downloadable template) 			
2.	Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal dswd.gov.ph Resources SB Forms and Tools Public Solicitation Other Documentary Requirements insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL_FOR-SOLICITATION-ACTIVITY.pdf (downloadable template) 			
3.	Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf DSWD-SB-GF-085_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of Local Emergency/Calamity 			



	 dswd.gov.ph Resources SB Forms and Tools Public Solicitation Other Documentary Requirements insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf (downloadable template)
	 DSWD-SB-GF-086_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of National Emergency/Calamity dswd.gov.ph Resources SB Forms and Tools Public Solicitation Other Documentary Requirements insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV-01_UNDERTAKING-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf (downloadable template)
	 DSWD-SB-GF-087_REV 01_Undertaking for Gas/ Corporations/ Organizations During State of Emergency/ Calamity
	 dswd.gov.ph Resources SB Forms and Tools Public Solicitation Other Documentary Requirements insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-087 REV-01 UNDERTAKING-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGENCY-CALAMITY.pdf (downloadable template)
4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/financ e officer, if applying for renewal of permit/authority (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf DSWD-SB-GF-090_REV 01_Fund Utilization Report dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/
	10/DSWD-SB-GF-090 REV-01 Fund-Utilization-Report. pdf (downloadable template)



5.	Sample of additional specific requirements for each methodology to be used (1 photocopy), such as:	Applicant
	a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
6.	Certification from the Barangay, City or Municipality from where the applicant Person reside which state that he/she has	Concerned LGU where the applicant is residing/ based.



	the capability to conduct/manage fund raising activity (1 original copy)	
	7. Two (2) valid government issued Identification Cards (1 photocopy)	Applicant
	8. For a person representing a group, Endorsement of the group, the person is represented with (1 original copy).	Applicant
L	B. For corporation, organizati	on or association including SWDA
	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
	(1 original copy)	 All 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_2021-005. pdf
		Annex 2 - Notarized Application Form dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Application Form □ insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf (downloadable template)
	2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
		 dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link



	https://standards.dswd.gov.ph/wp-content/uploads/2022/ 10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL -FOR-SOLICITATION-ACTIVITY.pdf (downloadable template)
3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf DSWD-SB-GF-085_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of Local Emergency/Calamity dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert □ link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURI NG-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf (downloadable template) DSWD-SB-GF-086_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of National Emergency/Calamity dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert □ link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV-01_UNDERTAKING-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf (downloadable template) DSWD-SB-GF-087_REV 01_Undertaking for Gas/Corporations/ Organizations During State of Emergency/Calamity dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/110/DSWD-SB-GF-087_REV-01_UNDERTAKING-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGENCY-CALAMITY.pdf (downloadable template)



4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/finance officer, if applying for renewal of permit/authority (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf DSWD-SB-GF-090_REV 01_Fund Utilization Report dswd.gov.ph □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf (downloadable template)
5. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television,	Applicant
cinema, magazines, newspapers, billboards and other similar forms	



h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
A. For Walk-in Applica	A. For Walk-in Applicants				
Secure application form thru the DSWD Central Office (CO) or Field Office (FO) Website	applicant with	None	Not applicable (N/A)	Not applicable (N/A) Application Form is readily downloadable	
2. Submit the application documents at the Standards Bureau	2.1Review/Check whether the submitted documents are complete and compliant	None	20 minutes	<i>Director</i> Standards Bureau	
	2.2 If complete, accept application documents, log the receipt into the Document Transaction Management System (DTMS), provide the applicant with Document Reference Number (DRN) and route the application documents to SCMD	None	10 minutes	<i>Director</i> Standards Bureau	
	2.3 If incomplete, return all documents submitted citing reason/s for	None	10 minutes	<i>Director</i> Standards Bureau	



	non-acceptance of application documents and provide a checklist of requirements and/or technical assistance to rectify the gap			
3. Wait for the Issuance of Permit	3.1 If complete and compliant 3.1.1 Receive complete and compliant application documents from SB Incoming Support Staff, log its receipt into the DTMS and route to the NFRC	None	10 minutes	<i>Director</i> Standards Bureau
	Section Head 3.2 Receive complete and compliant application documents from SCMD support staff, review and provide instructions/notes and route to technical staff	None	5 minutes	Section Head NFRC-CSO-DEI Section
	3.3 Receive complete and compliant application documents from NFRC Section Head	None	10 minutes	Section Head NFRC-CSO-DEI Section
	3.4 Conduct desk review of the completeness and correctness of the application documents	None	4 hours	Section Head NFRC-CSO-DEI Section
	3.5 Accomplish the checklist and assessment form	None	30 minutes	Section Head NFRC-CSO-DEI Section



O.O. Duamaria /alicafi. II	NI	4 1	Continualland
3.6 Prepare/draft the Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign, Executive Summary and Memo for the Secretary	None	1 hour and 20 minutes	Section Head NFRC-CSO-DEI Section
3.7 Endorse all prepared documents including the application documents to the Section Head, for review	None	1 hour and 20 minutes	Section Head NFRC-CSO-DEI Section
Note: May conduct validation activities, collateral interview and/or agency visit, if necessary.			
3.8 Receive complete and compliant application documents from the Technical Staff and log it receipt	None	10 minutes	Section Head NFRC-CSO-DEI Section
3.9 Conduct review of the documents and if found in order, affix initial and endorse the same to the Division Chief	None	30 minutes	Section Head NFRC-CSO-DEI Section
3.10 If with comment, return to the technical staff	None	20 minutes	Section Head NFRC-CSO-DEI Section
3.11 Track and route to the Division Chief	None	10 minutes	<i>Director</i> Standards Bureau
3.12 Receive complete and compliant application	None	30 minutes	Division Chief, SCMD



documents from the NFRC Section Head			
3.13 Conduct review of the documents and if found in order, affix initial and endorse the same to the Assistant Bureau Director	None	2 hours and 30 minutes	Division Chief, SCMD
3.14 If with comment, return to the technical staff	None	2 hours and 30 minutes	Division Chief SCMD
3.15 Track and Route to OBD Support Staff	None	10 minutes	<i>Director</i> Standards Bureau
3.16 Receive all draft documents including complete and compliant application documents from the SCMD Outgoing Support Staff	None	10 minutes	<i>Director</i> Standards Bureau
3.17 Receive the endorsed application documents	None	10 minutes	Assistant Bureau Director (ABD)
3.18 Review the draft documents and as necessary, provide comments, inputs or corrections and return to the NFRC Technical Staff	None	1 hour	Assistant Bureau Director (ABD)
3.19 If the draft documents are found correct and in order, affix signature and endorse the same to the Bureau Director	None	50 minutes	Assistant Bureau Director (ABD)



3.20 Receive all draft documents including complete and compliant application documents from the ABD and route to the Bureau Director	None	10 minutes	<i>Director</i> Standards Bureau
3.21 Receive the endorsed application documents	None	30 minutes	<i>Director</i> Standards Bureau
3.22 Review the application documents and as necessary, provide comments, inputs or corrections and return the same to SCMD Technical Staff	None	1 hour and 30 minutes	<i>Director</i> Standards Bureau
3.23 If the draft documents are found correct and in order, approve and sign the prepared documents and endorse the same to the Office of the Assistant Secretary for SCBG	None	1 hour and 30 minutes	<i>Director</i> Standards Bureau
3.24 Receive draft documents from the BD, track to DTMS and forward the initialed NFRC Certificate and other documents	None	5 minutes	<i>Director</i> Standards Bureau
3.25 Log its receipt in to DTMS	None	5 minutes	<i>Director</i> Standards Bureau
3.26 Transmit/route initialed/ signed documents to the Office of the Assistant	None	30 minutes	<i>Director</i> Standards Bureau



Secretary of the Standards and Capacity Building Group (OAS-SCBG)			
3.27 Receive, track and forward the initialed Authority to Conduct Fund Campaign and other attachments and route to the Undersecretary for SCBG	None	10 minutes	Assistant Secretary
3.28 Receive all signed initialed documents including complete and compliant application documents from the Bureau Director of Standards Bureau	None	10 minutes	Assistant Secretary
3.29 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 20 minutes	Assistant Secretary
3.30 Review of Documents. If found in order, affix initial/signature on the prepared documents and endorse the same to the Undersecretary for onward endorsement to the Secretary If with comments/inputs/ corrections, return the documents to the Standards Bureau	None	10 minutes	Assistant Secretary



3.31 Log its receipt into the DTMS and transmit the initialed Authority to Conduct Fund Campaign to the Secretary with supporting documents	None	10 minutes	Assistant Secretary
3.32 Receive all signed initialed documents including complete and compliant application documents from the Assistant Secretary, SCBG	None	10 minutes	Undersecretary
3.33 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 20 minutes	Undersecretary
3.34 Upon review of draft, if found in order, affix initial/signature on the prepared documents and endorse the same to the Office of the Secretary. If with comments/ inputs/ corrections, return the documents to the Standards Bureau	None	20 minutes	Undersecretary
3.35 Log its receipt into the DTMS and transmit the initialed Authority to Conduct Fund Campaign to the Secretary with supporting documents	None	10 minutes	Undersecretary



3.36 Log its receipt into the DTMS and forward the initialed Authority to Conduct Fund Campaign to the Office of the Secretary	None	10 minutes	Secretary
3.37 Receive all application documents from the Undersecretary	None	30 minutes	Secretary
3.38 Approve and sign the Executive Summary, the Authority to Conduct Fund Campaign and Transmittal Memo	None	3 hours	Secretary
3.39 Route the Authority to Conduct Fund Campaign and other approved documents to the Standards Bureau for issuance; and	None	10 minutes	Secretary
3.40 If with inputs or comments, return to the Standards Bureau for revision	None	10 minutes	Secretary
3.41 Log its receipt into the DTMS and transmit the signed Authority to Conduct Fund Campaign to the Standards Bureau with attached supporting documents	None	10 minutes	Secretary



3.42 Endorse the signed Authority to Conduct Fund Campaign and other approved signed documents to the Standards Bureau, for issuance	None	10 minutes	Secretary
3.43 Receive signed Authority to Conduct Fund Campaign and route to SCMD	None	10 minutes	<i>Director</i> Standards Bureau
3.44 Log its receipt into the DTMS and forward to SCMD Technical Staff	None	10 minutes	<i>Director</i> Standards Bureau
3.45 Receive signed NFRC Certificate, affix date to Conforme Letter and Transmittal Memo to concerned FO	None	1 hour	Section Head (NFRC-CSO-DEI Section)
3.46 E-mail Conforme Letter, scanned copy of the Signed Authority to Conduct Fund Campaign	None	10 minutes	<i>Director</i> Standards Bureau
3.47 Log its receipt into the DTMS and forward to SCMD Outgoing Support Staff	None	10 minutes	Director Standards Bureau
3.48 Transmit to Records Section for delivery to applicant	None	10 minutes	<i>Director</i> Standards Bureau



	3.39 Endorse all documents submitted by the applicant to SB Records Staff	None	10 minutes	<i>Director</i> Standards Bureau
4. Receive the Authority/Permit to Conduct Fund Campaign through mail/courier or pick-up at the Standards Bureau and accomplish the Client Satisfaction Measurement Form	4.1 Issue the original copy of the Authority/Permit to the applicant through mail/courier or pick-up at the Standards Bureau upon receipt of the signed original copy of Conforme Letter	None	10 minutes	Section Head (NFRC-CSO-DEI Section) Bureau Director
	4.2 Administer the Client Satisfaction Measurement Form (CSMF) online or hard copy	None	5 minutes	Section Head NFRC-CSO-DEI Section Director Standards Bureau
Co	TOTAL mplete and Compliant:	None	3 working davs	
	TOTAL omplete and Compliant: and/or Non-Compliant Submission:	None None	3 working days 4 hours and 50 minutes	
Incomplete	mplete and Compliant: and/or Non-Compliant		days 4 hours and	
Incomplete	e and/or Non-Compliant Submission: through E-Mail or Courier 1.1 Provide the applicant with application form and		days 4 hours and	Not applicable (N/A) Application Form is downloadable and editable



through e-Mail or Courier at: sb@dswd.gov.ph or at Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	Support Staff of SCMD			
	2.2 Receive application documents, log it receipt to the DTMS and route to the Section Head of NFRC	None	10 minutes	<i>Director</i> Standards Bureau
	2.3 Receive application documents from SCMD Incoming Support Staff, log its receipt into the Section Tracking and route application documents to the Technical Staff	None	10 minutes	Section Head NFRC-CSO-DEI Section
3. Wait for the result of Assessment and/or Issuance of Permit	3.1 Receive application documents from Section Head, log its receipt and conduct review and assessment	None	2 hours	Section Head NFRC-CSO-DEI Section
	3.2 If complete: 3.2.1 Prepare the Solicitation Permit/ Certificate of Authority,	None	3 hours and 35 minutes	Section Head NFRC-CSO-DEI Section



Memorandum to the Secretary and Executive Summary and route to the Section Head, for review and input			
3.3 If incomplete: 33.1 Return all documents submitted citing reason/s for non-acceptance of application documents and provide a checklist of requirements and/or technical assistance to rectify the gap and/or submit lacking requirements. Technical Staff may conduct validation activities, collateral interview and/or agency visit, if necessary.	None	1 hour	Section Head NFRC-CSO-DEI Section
3.4 Receive complete application documents from the technical staff and conduct review	None	1 hour	Section Head NFRC-CSO-DEI Section
3.5 If found correct and in order, affix initial to draft documents and endorse to the Division Chief	None	30 minutes	Section Head NFRC-CSO-DEI Section
3.6 If found incorrect and/or not in order, provide comment/input and return the same to the Technical Staff	None	30 minutes	Section Head NFRC-CSO-DEI Section
3.5 Receive and review the draft documents and	None	30 Minutes	Division Chief SCMD



provide comments, inputs or correction/s			
3.6 If the draft documents are correct, affix initial and endorse the same to the Assistant Bureau Director, for review	None	1 hour and 15 minutes	Division Chief SCMD
3.7 If with comments or inputs, return to the NFRC Section, for revision	None	1 hour and 15 minutes	Division Chief SCMD
3.8 Receive and log complete and compliant application documents from the Division Chief and route to the Assistant Bureau Director	None	10 minutes	Bureau Director
3.9 Track and endorse to Assistant Bureau Director (ABD)	None	5 minutes	Bureau Director
3.10 Receive all draft documents including application documents and as necessary provide comments, inputs or corrections	None	2 hours and 30 minutes	Assistant Bureau Director (ABD)
3.11 Review of all draft documents: If the draft documents are correct, approve and sign the prepared documents and endorse the same to the Undersecretary If with comments/inputs/ corrections,	None	1 hour	Assistant Bureau Director (ABD)



return the documents to NFRC Section Technical Staff			
3.12. Log receipt and endorse to the Bureau Director	None	5 minutes	Bureau Director
3.13. Receive documents including complete and compliant application documents from the ABD	None	30 minutes	Bureau Director
3.14 Review the draft documents and as necessary, provide comments, inputs or corrections;	None	2 hours and 30 minutes	Bureau Director
3.15 Review of draft documents: If the draft documents are correct, approve and sign the prepared documents and endorse the same to the Assistant Secretary; If with comments/ inputs/ corrections, return the documents to NFRC Section Technical Staff.	None	40 minutes	Bureau Director
3.16 Log receipt, track and forward the initialed NFRC Certificate and other	None	5 minutes	Bureau Director



attachments to the SCMD Outgoing Support Staff			
3.17 Log receipt and transmit the initialed Authority to Conduct Fund Campaign to the Assistant Secretary with supporting documents	None	5 minutes	Bureau Director
3.18 Endorse to the Office of the Assistant Secretary for approval/disapproval	None	15 minutes	Bureau Director
3.19 Log receipt and forward the initialed Authority to Conduct Fund Campaign and other attachments to the Assistant Secretary	None	5 minutes	Assistant Secretary
3.20 Receive all draft documents including complete and complaint application documents from the Bureau Director of the Standards Bureau	None	10 minutes	Assistant Secretary
3.21 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 30 minutes	Assistant Secretary
3.22 Review of draft documents:	None	20 minutes	Assistant Secretary
If approved, affix initial/signature on the prepared documents and endorse the same			



to the Undersecretary for onward endorsement to the Secretary If with comment/input/correction, return the documents to the Standards Bureau			
3.23 Transmit the initial Authority to Conduct Fund Campaign to the Undersecretary with supporting documents. Log receipt into the DTMS	None	5 minutes	Assistant Secretary
3.24 Log receipt and forward the initialed Authority to Conduct Fund Campaign	None	5 minutes	Undersecretary
3.25 Receive all draft documents including complete and complaint application documents from the Assistant Secretary	None	10 minutes	Undersecretary
3.26 Review the draft documents as necessary, provide comments, inputs or corrections;	None	1 hour and 30 minutes	Undersecretary
3.27 Review of draft documents: If approved, sign the prepared documents and endorse to the Undersecretary for	None	10 minutes	Undersecretary



onward endorsement to the Secretary; If with comments/ inputs/ corrections, return to the Standards Bureau			
3.28 Log receipt and transmit the initialed Authority to Conduct Fund Campaign to the Office of the Secretary with attached supporting documents	None	5 minutes	Undersecretary
3.29 Receive and log initialed Authority to Conduct Fund Campaign with supporting documents	None	10 minutes	Secretary
3.30 Receive all draft documents including complete and compliant application documents from the Undersecretary	None	10 minutes	Secretary
3.31 Signs/approves the Executive Summary, the Authority to Conduct Fund Campaign, Transmittal Memo to the DSWD Field Office;	None	3 hours	Secretary
3.32 Route the Authority to Conduct Fund Campaign and other approved documents to the	None	30 minutes	Secretary



	Standards Bureau for issuance; and			
	3.33 If with inputs or comments, return to the Standards Bureau for enhancement	None	30 minutes	Secretary
	3.34 Transmit the signed Authority to Conduct Fund Campaign to the Standards Bureau with attached supporting documents	None	10 minutes	Secretary
	3.35 Endorse the approved and Signed Authority to Conduct Fund Campaign and other approved signed documents to the Standards Bureau, for issuance	None	10 minutes	Secretary
	3.36 Receive the approved and signed Authority to Conduct Fund Campaign, log it receipt and forward to SCMD Support Staff	None	10 minutes	<i>Director</i> Standards Bureau
	3.37 Scan and email the approved permit including the Conforme Letter and Transmittal Memo to the applicant and concerned FO	None	10 minutes	<i>Director</i> Standards Bureau
4. Receive the Certificate of Authority to Conduct Fund Campaign through mail/courier or pick-up at the Standards	4.1 Transmit to Records Section for delivery to applicant	None	10 minutes	Section Head NFRC-CSO-DEI Section Director



Bureau to Conduct Fund Campaign and accomplish the Client Satisfaction Measurement Form				Standards Bureau
	4.2 Issue the original copy of the Permit to the applicant upon receipt of the signed original copy of Conforme Letter	None	10 minutes	Section Head NFRC-CSO-DEI Section Director Standards Bureau
	4.3 Administer the Client Satisfaction Measurement Form (CSMF) (either online or paper-based)	None	5 minutes	Section Head NFRC-CSO-DEI Section Director Standards Bureau
	TOTAL	None	Complete and Compliant - 3 Working days	
		None	Incomplete and/or complete but non-complian t application documents - 4 Hours and 50 Minutes	

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



7. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in More Than One Region

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

Office or Division:	DSWD Central Office, Standards Bureau Standards Compliance Monitoring Division (SCMD)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of SWD programs and services in more than one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished and Notarized Application Form (1 original copy)	 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://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-111_REV 00_Application Form for Licensing – Already Operation)
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)	https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-049_REV-01_Manual of Operations)
3. Staff Complement Requirement of Employees and Volunteers a. For Social Work Agency, to consider the following staff requirement: a.1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and	https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-064_REV 01_PROFILE OF EMPLOYEES



community based agencies that caters to beneficiaries that requires social case management

a.2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent

a.3. For Center Based (Non-Residential Based) to observe at least one full-time social worker to drop in center, processing center and vocational rehabilitation center while for senior citizens' center and the like, a part-time social worker is considered.

a.4 For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region:

a.4.1. Graduate of bachelor Degree in Social Work or Community Development or

a.4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development

- For Auxiliary SWDA, at least one (1) full time staff who will manage its operation
- 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

• Records Office of the Applicant



- partnership, among others (1 original copy)
- 5. 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 (1 photocopy)
- 6. Validation report from concerned DSWD Field Offices or Certification from Regional ABSNET/Cluster of LGUs attesting to the existence and status of operation in the area/s of jurisdiction (1 photocopy)
 - **There is no need to get a validation report/certification of existence for the region where the main office of the application is located.
- 7. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 photocopy)

 *Applicable to those operating more than six (6) months prior application to DSWD
 - **Not applicable to Public SWDAs
- 8. Copy of the valid Safety Certificates
 - a. For Center Based (Residential Based and Non-Residential Based)
 - i. Occupational permit (only for new buildings) or Annual Building Inspection Certificate (for old building)
 - ii. Fire Safety Inspection Certificate

From DSWD or training agency

 DSWD Field Offices, Regional ABSNET Offices, or LGUs where the applicant is operating

 Securities Exchange Commission (SEC) -Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307



- iii. Water Potability
 Certificate or Sanitary
 Permit
- b. For Community Based
 - Fire Safety Inspection Certificate
- 9. 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.
 *Undertaking for new applicant
 organization
- 10. Duly signed Work and Financial for the two (2) succeeding years
- 11. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 original copy)
- Annual Accomplishment Report of the previous year (1 original copy)
 *If no latest submission with the DSWD
- 13. An Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and financial report based on the DSWD template shall also be

- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation
- 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
- Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
- ABSNET Cluster where the applicant belongs or <u>https://standards.dswd.gov.ph/issuances/</u>
 DSWD-SB-GF-065_REV-01_ABSNET Active Membership Certification

- https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-54_REV-01_Work and Financial Plan
- Applicant's office record



submitted. For those SWDAs with a total revenue of less that Php 600,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice. (1 Photocopy only)

- https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-051 REV-01 Annual Report
- 14. For applicant with past and partnership current with the DSWD: Certification from the concerned DSWD Office that the applicant is free from any financial liability/obligation (1 original copy)
- BIR or SEC and for Financial Report template: https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-053 REV-01 Financial Report

https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-055 REV-01 Certification Free from Financial Liability

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on Memorandum Circular No. 21 series of 2022 entitled "Amendment of MC No. 17 s. 2018 entitled Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development (SWD) Agencies and Accreditation of SWD Programs and Services".

CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
A. Assessment Procedu	res for Walk-in Applicat	nts		
Submit the application and	1.1 Determine whether the submitted	None	45 minutes	Section Head Registration and Licensing Section



supporting	documents are			
documents	complete.			
	If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.			
	Provide the organization an acknowledgemen t receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.			
	If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant organization's compliance.			
Pay the required processing fee.	If found both complete and compliant, issuance of Billing Statement	PHP 1,000.00	15 minutes	Director Standards Bureau



	shall prepare and instruct the applicant to proceed to the Financial Management Service (<i>DSWD</i> Cashier, 2 nd Floor, Matapat Building).			
3. Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	3.1 Acknowledge the copy of the Official Receipt from the applicant Organization.	None	25 Minutes	Director Standards Bureau
4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the processing of the application/ confirmation of assessment 4. Wait for the application of assessment of the application of the application of assessment of the application of the a	4.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the criteria based on MC 21 series of 2022. If complete and compliant, an Acknowledgement letter and notification of proposed schedule on the conduct of virtual assessment/ validation assessment shall be prepared. If found incomplete or non-compliant, the Acknowledgement letter shall contain the criteria that need to be satisfied. This	None	2 days	Section Head Registration and Licensing Section



	the applicant SWDA together with all the application documents submitted.			
	4.2 Review and approval of the Acknowledgement Letter including its attachments.	None	2 days	Section Head Registration and Licensing Section
5. Confirm availability on the proposed Assessment/ Validation Visit	5.1 For those with requirements that are complete and compliant, Confirmation of virtual assessment/ validation assessment.	None	30 minutes	Section Head Registration and Licensing Section
6. Participate in the conduct of Assessment/Validation Assessment.	6.1 Conduct of virtual assessment/validation assessment.	None	1 working day per agreed schedule	Section Head Registration and Licensing Section
	6.2 Prepare Confirmation Report If favorable, the technical staff shall draft Confirmation Report and draft License to Operate. If not favorable, the technical staff shall detail the assessor's findings in the report.	None	3 days	Section Head Registration and Licensing Section
	6.3 Approval of the Bureau Director and Endorsement to the	None	Favorable; 8 days	Section Head/Division Chief/Asst.



	Office of the Undersecretary If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.		Unfavorable; 7 days	Bureau Director, Bureau Director
	6.4 Endorsement of the Assistant Secretary and Approval of the Undersecretary If favorable, for approval and signature of the Certificate of License to Operate.	None	Favorable; 3 days Unfavorable; 2 days	Undersecretary
7. Receive the License to Operate through mail/courier or pick-up at the Standards Bureau and accomplish the Client satisfaction survey.	7.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	Director Standards Bureau
	7.2 Provide the accomplished Client Satisfaction Survey Form	None	5 minutes	Director Standards Bureau
	TOTAL	PHP 1,000.00	For Complete and Compliant: - 20 Working Days	



	None	For Unfavorable Result - 17 Working Days		
B. Processing Proced Mail/Courier:	lures of Applications	s submitted	at Standards	Bureau through
Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to: Standards Bureau	1.1 Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	20 minutes	Director Standards Bureau
DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	1.2 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the criteria based on MC 21 series of 2022. If complete and compliant, an Acknowledgeme nt Letter and Notification on the proposed schedule on the	None	2 working days	Section Head Registration and Licensing Section
	conduct of Virtual Assessment/ Validation Assessment			



	shall be prepared. If found incomplete or non-compliant, the Acknowledgeme nt Letter 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			
Pay the required processing fee.	submitted. 2.1 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.	PHP 1,000.00	5 minutes	Director Standards Bureau



				· · · · · · · · · · · · · · · · · · ·
	2.2. The Administrative Staff shall prepare a Billing Statement and instruct applicants to proceed to the Financial Management Service (DSWD Cashier, 2 nd Floor, Matapat Building).	Php 1,000.00	10 minutes	Section Head Cash Section
	Note: The processes shall only take place once the applicant organization settles its payment.			
3. Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following: a. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_Copy of OR for Licensing. b. Hand-carry the Photocopy of Official Receipt to Standards Bureau. c. Courier the Photocopy of Official Receipt to Standards Bureau.	3.1 Acknowledge the copy of the Official Receipt from the SWDA.	None	15 Minutes	Director Standards Bureau



		3.2 Acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.	None	10 minutes	Director Standards Bureau
		3.3 Review and approval of the Acknowledgement Letter including its attachments.	3.3 Review and None 3 days approval of the Acknowledgement Letter including its		Section Head, Registration and Licensing Section
4.	Confirm Validation Visit.	4.1 For those with requirements that are complete and compliant, confirmation of validation visit.	None	1 day	Section Head Registration and Licensing Section
5.	Participate in the conduct of Validation Visit.	5.1 Conduct of/validation visit.	None	1 day per agreed schedule	Section Head Registration and Licensing Section
		5.2 Prepare Confirmation Report: If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. If not favorable, the Technical Staff shall detail the assessor's findings in the report.	None	3 working days	Section Head Registration and Licensing Section



	5.3 Approval of the Bureau Director and the endorsement to the Office of the Assistant Secretary If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to	None	Favorable; 7 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director Standards Bureau
	Operate. 5.4 Endorsement of the Assistant Secretary and the Approval of thee Undersecretary	None	Favorable; 2 working days	Undersecretary
	If favorable, for approval and signature of the License to Operate.		Unfavorable; 1 working days	Director Standards Bureau
6. Receive the License to Operate through mail/courier or pick-up at the Standards Bureau and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	Director Standards Bureau
	6.2 Administerthe accomplished Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	Director Standards Bureau



TOTAL: For Complete and Compliant	PHP 1,000.00	20 Working Days	
For Unfavorable Result	None	17 Working Days	

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

8. Registration of Private Social Welfare and Development Agencies (SWDAs) Operating in More than One Region

Office or Division:

The process of assessing the applicant organization with operations in more than one (1) region to determine whether its intended purpose is within the purview of social welfare and development, where the determination of the same shall result in the inclusion of the agency in the Department's registry of SWDAs.

Standards Compliance Monitoring Division (SCMD) – Standards

	Bureau, DSWD Central Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Any private Social Welfare and Development Agency that implements or intends to engage in Social Welfare and Development (SWD) activities whose coverage or areas of operation is more than one (1) region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished and Notarized Application Form (1 original copy)		 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://standards.dswd.gov.ph/issuances/(DSWD-SB-G F-100-REV-00_Application Form for Registration) 	



2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
3. One (1) copy of any of the following: a. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3. One (1) copy of any of the following:	https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-049_REV-01_Manual of Operations)
b. Brochure	 https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-050-REV 01_GUIDE IN THE PREPARATION OF BROCHURE)
c. Duly signed Work and Financial Plan for at least two (2) years by the	https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-054_REV-01_Work_and_Financial Plan)

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant should comply with the RA 10847 criteria that it is engaged mainly or generally in social welfare and development activities prior to issuance of Certificate of Registration.

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



Submit application form and supporting documents.	1.1 If complete , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	<i>Director</i> Standards Bureau
	1.1.1. Provide the walk-in applicant with document reference number for easy tracking			
	1.2 If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	5 minutes	<i>Director</i> Standards Bureau
2. Settle the required processing fee at the Cash Section	2.1 Prepare billing statement and instruct applicant to proceed to the Financial Management Service (DSWD Cashier, 2 nd Floor, Matapat Building) for the payment of the necessary fee or thru online at https://www.lbp-eservices.com/egps/portal/index.is	None	35 minutes	<i>Director</i> Standards Bureau
	2.2 Process payment and issue Official Receipt.	PHP 1,000.00	10 minutes	Cash Section Head



3.	Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	3.1 Attach the photocopy of the official receipt of the processing fee	None	30 minutes	<i>Director</i> Standards Bureau
		3.2 Log and endorse the application documents to the concerned Section and technical staff	None	30 minutes	<i>Director</i> Standards Bureau
		3.3 Conduct a desk review of the received application as to the completeness and compliance	None	2 days and 5 hours	Section Head
		3.4 Prepare Confirmation Report with attached draft Certificate of Registration and Executive Summary	None	1 day	Section Head
		3.5 Review and approval of the Confirmation Report; endorsement for the approval of the Registration Certificate	None	1 day	Section Head/Division Chief/Assistant Bureau Director/Bureau Director
		3.6 Approval and Endorsement of the Assistant Secretary to Office of the Undersecretary	None	1 day	Assistant Secretary
		3.7 Approval and Signing of Registration Certificate	None	1 day	Undersecretary
4.	Receive the Certificate of Registration and Accomplish the Client Satisfaction Survey Form	4.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated	None	30 minutes (depending on the choice of the applicant)	<i>Director</i> Standards Bureau



	T		1	1
	in the application form.			
	(direct pick-up or courier)			
	4.2 Administer the Client	None	30 minutes	Director
	Satisfaction Survey Form			Standards
	(either online or			Bureau
	paper-based)			
	TOTAL:	PHP	For Complete	
		1,000.00	and	
		,	Compliant - 7	
			Days	
		None	For	
			Incomplete	
			Submission-	
			15 Minutes	
B. Processing Pro	cedures of Applications	submitted	at Standards	Bureau through
EMail/Courier:	••			· ·
1. Send the	1.1 Log documents into	None	10 minutes	Director
Application Form	the Documentation			Standards
together with the	Transaction Management			Bureau
prescribed	System (DTMS			
documentary	· ·			
requirements				
through mail or				
courier to:				
Counci to.				
Standards Bureau				
DSWD Central Office,				
IBP Road, Batasan				
Pambansa Complex,				
Constitution Hills,				
Quezon City.				
2. Wait for the	2.1 Update the DTMS	None	30 minutes	Director
processing of the	and endorse the			Standards
application	application documents to			Bureau
	the concerned Section			
	and technical staff			
	Lana toominoal stan		l	



2.2 Conduct desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2021. If found non-compliant to eligibility and documentary	None	3 days, 5 hours	Section Head/Division Chief/Bureau Director
requirements, return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
If found both complete and compliant, prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive Summary			
2.3 Send link for the payment of the necessary fee or thru online at https://www.lbp-eservices.com/egps/portal/index.js	PHP 1,000.00	1 hour	Section Head
2.4 Update DTMS and review and approval of the confirmation report; endorsement for	None	1 day	<i>Director</i> Standards Bureau



	approval of the Registration Certificate			
	2.5 Approval and Endorsement to the Office of the Undersecretary	None	1 day	Assistant Secretary
	2.6 Approval and Signing of Registration Certificate		1 day	Undersecretary
3. Receive the Certificate of Registration through mail or pick-up at the field office and Accomplish the Client Satisfaction Survey Form	3.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	30 minutes	<i>Director</i> Standards Bureau
	3.2 Administer Client Satisfaction Survey Form (either online or paper-based)	None	30 minutes	<i>Director</i> Standards Bureau
	TOTAL:	PHP 1,000.00	For Complete and Compliant - 7 Days	
		None	For Incomplete Submission - 1 Day, 2 Hours and 15 Minutes	

The number of minutes shall be included on the total 5 working days



SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

FRONTLINE (EXTERNAL) SERVICES



1. Grievance Management Process

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

Office or Division:	Sustainable Livelihood Program – Grievance Management Unit (GMU)					
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government					
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			other		
CHECKLIST OF REQUIREME	IENTS WHERE TO SECURE					
 One (1) Copy of Filled-up SLP Grief Form – for walk-in clients; One (1) Copy of complaint letter refrom OBSUs, NGAs, NGOs, concectitizen, social media and others; ar One (1) Photocopy each of support documents Clients Testimony Witness Testimony (if necessary) 	ceived rned nd ting	3		Helpdesk ahusay Buil	ding	

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. The clients shall ratify or concur on the Data Privacy Consent's content. Proceed to customer step number 2 after approval.	request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012.	None	3 Minutes	Grievance Management Officer (GMO)/ Technical Officer (TO) of the day Sustainable Livelihood Program		



2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	GMO/ TO Sustainable Livelihood Program
	2.2. Conduct the initial interview on the complaint.	None	10 minutes	GMO/ TO Sustainable Livelihood Program
3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	GMO/ TO Sustainable Livelihood Program
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	GMO/ TO Sustainable Livelihood Program
Received the Walk-in Client Slip	4.1. Issue SLP Walk-in Client Slip.4.1.1 Certify that clients appeared at the SLP NPMO	None	3 Minutes	GMO/ TO Sustainable Livelihood Program
5.Fill- out the CSMF	5.1. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	GMO/ TO Sustainable Livelihood Program
	5.2. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	GMO/ TO Sustainable Livelihood Program
	5.3. Classify the complaint / grievance.	None	3 Minutes	Grievance Management Unit Head (GMUH) Grievance Management Unit
	5.4. Validate if the findings are valid.	None	10 minutes	GMO/ TO



If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.			Sustainable Livelihood Program
5.5. Encode the details in the SLP GMS and EDTMS	None	6 minutes	GMO/ TO Sustainable Livelihood Program
5.6. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	GMO/ TO Sustainable Livelihood Program
5.7. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	GMO/ TO Sustainable Livelihood Program
5.8. Classify the Complaint / Grievance.	None	3 Minutes	GMUH Grievance Management Unit

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9. Processing of Grievance	None	7 days	Fact Finding Team



For Non-Cognizable Grievance (Simple Transactions) - Does not require verification The GRMO shall provide technical assistance, explain and orient on program implementation. For Cognizable Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team. Gather data and other essential information in order to determine the reasons/ factors	None	10 days	(For Non-cognizable Grievance) SLP Regional Grievance Management Committee (For Cognizable Grievance)
the reasons/ factors that trigger the filing of grievance.			



5.10. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.	None	3 days	SLP Regional Grievance Management Committee
5.11. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	Fact Finding Team
5.12. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	SLP Regional Grievance Management Committee
5.13. Provide feedback to the complainant on the action taken.	None	1 day	RGMO
5.14. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	SLP Regional Grievance Management Committee
5.15. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD)	None	1 day	RGMO



5.15.1. Endorse the gathered documentation for submission to the Office of the Secretary 5.15.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines. LGU Employees - Endorse to the Local Government Unit - Local Chief Executives 5.15.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action. 5.15.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			SLP RGMS/ AG-AG
5.16 Issuance of Resolution based on the decision by the authority.	None	2 days	RGMO



If Resolution was issued by the: PC - Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO - The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC - Appeal process by Office of the Secretary or OBSUs concerned.			
5.17. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. 5.17.1 Encode in the SLP Grievance Tracker.	None	1 day	RGMO

FOR GRIEVANCES AT	THE SLP- PROVINCIAL L	EVEL:		
	5.9 Processing of Grievance.			
	For Non-Cognizable Grievance (Simple Transactions)	None	7 working days	Fact Finding Team



The Non-Cognizable (invalid) grievance does not require verification			(For Non- Cognizable Grievance)
The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.			
For Cognizable Grievance (Highly Technical Transactions)			
The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.	None	10 days	SLP Regional Grievance Management Committee (For Cognizable Grievance)
For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.			
5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that			



trigger the filing of grievance.			
5.10. Assess grievances and sort based on the validity or gravity.	None	1 day	PGMO
5.10.1 Ensure the accomplished forms, prepare letters of acknowledgement.			
For Non – cognizable Grievance (invalid) - Does not require verification			
5.10.2 Encode in the Database.			
5.11. Non-Cognizable Grievance (Simple Transactions)	None	1 day	PGMO
5.11.1 The PGMO shall provide technical assistance, explain and orient on program implementation.			
5.11.2 Endorse all major grievances to RPMO.	None	1 day	PGMO
5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	PGMO
5.13. Endorse data gathered and other	None	1 day	PGMO



essential information to the RPMO.			
5.14. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.15.1 Encode in the SLP Grievance Tracker.	None	1day	PGMO

FOR GRIEVANCES A	T THE SLP- MUNICIPAL	LEVEL:		
	5.9 Assess grievances (e.g. involvement of PDO) and sort based on the validity or gravity. 5.9.1 Secure the accomplished forms, prepare letter of acknowledgement. 5.9.2 Encode to the Database.	None	2 hours	PGMO
	5.10 Non-Cognizable Grievance (Simple Transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation.	None	3 days	PGMO



5.11 Endorse all major grievances to the RPMO.	None	1 day	PGMO
5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance. 5.12.1. The PGO shall check the involvement of the PDO.	None	1 day	PGMO
5.13. Provide feedback to the complainant on the action taken.	None	1 day	PGMO
5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.14.1. Encode in the SLP Grievance Tracker.	None	1 day	PGMO
	None	For Simple - 4 Hour	Days and 1



Activities to be undertaken by the SLP-NPMO/RPMO		For Complex - 8 Days and 1 Hour For Highly Technical - 11 Days and 1 Hour
For Grievances at the SLP- Regional Level	None	30 Days
For Grievances at the SLP- Provincial Level	None	27 Days
For Grievances at the SLP- Municipal Level	None	7 days and 2 Hours

^{*}The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.

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

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

Office or Division:	Office – Referral Mana	d Program - National Program Management agement Section d Program - Regional Program Management
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government	
Who may avail:	All Qualified Walk-in F	Program Participants
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE
One (1) Photocopy of an		Government Agencies issuing identification



ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1.1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	Project Development Officer (PDO) National Program Management Office (NPMO) Referral Management Officer (RMO) Regional Program Management Office (RPMO)		
	1.2. The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	PDO NPMO or RMO RPMO		
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	2.1. For the SLP-NPMO: 2.1.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments. 2.1.2. The PDO shall prepare a	None	6 hours	Project Development Officer (PDO) or National Program Manager NPMO RMO, PC, RPC, and RD-RPMO		



letter/ memorandum to be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.		
2.1.3. For the SLP-RPMO:		
2.1.3.1. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.		
2.1.3.2. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino		



· · · · · · · · · · · · · · · · · · ·			· · · · · · · · · · · · · · · · · · ·
	Program (4Ps) Targets of SLP.		
	For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RPMO shall conduct name-matching with the Listahanan 3 Database.		
	For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).		
	For those found in the endorsed list of 4Ps targets of SLP and tagged "No Match" in the Listahanan 3 Database - The		
	RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that		



are found in the endorsed list of 4Ps targets of SLP and those tagged as "no-match" for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).			
2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RMO RPMO
2.3. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RMO RPMO

ACTIVITIES TO BE UNDE	RTAKEN BY THE SLP-RPMC	/PROVINCIAL	. OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3.1. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	PC - RPMO



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



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



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



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



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



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



12.4. Project Proposal Approval The RD shall approve the MP prior to processing.	None	2 days	RD - RPMO
12.4.1. Project Proposal Processing After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
12.5. Process the Disbursement Voucher.	None	2 days	Finance Management Division (FMD)



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



13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1. Administer the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO
	e undertaken by O/SLP - RPMO	None	7 hou	ırs
	e undertaken by – RPMO	None	11 days and 5 hours	
TO	OTAL	None	12 days and 4 hours	

3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program-National or Regional Program Management Offices.

Office or Divinion	Sustainable Livelihood Office – Referral Manage	Program – National Program Management ement Section	
Office or Division:	Sustainable Livelihood Office	Program – Regional Program Management	
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government		
Who may avail:	All Qualified Walk-in Prog	gram Participants	
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
· · · · · · · · · · · · · · · · · · ·		Government Agencies issuing identification	



ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/SLP-RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1. The Project Development Officer (PDO) at the SLP National Program Management Office (NPMO) or Referral Management Officer (RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form.	None	10 minutes	Project Development Officer (PDO - SLP-NPMO) Referral Management Officer (RMO - SLP-RPMO)
	1.2. Request client to fill-out attendance sheet. For the walk-in clients from the SLP NPMO - the PDO shall request the client to fill-out the attendance sheet.	None	30 minutes	PDO NPMO
	For the walk-in clients from the SLP RPMO - the RMO shall request the client to fill-out the attendance sheet.			<i>RMO</i> RPMO



2. Participate in the SLP Orientation	2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP 2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.	None	1 hour	PDO NPMO RMO RPMO
3. Claim the SLP Reference Slip	3. The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	PDO NPMO RMO RPMO
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	PDO NPMO or RMO
	4.2. For the SLP-NPMO: 4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments. For the SLP-RPMO: 4.2.2. Once received	None	6 hours	RPMO PDO / SLP NPM – NPMO (For Step 4.2.1) RMO, PC, RPC, and RD - RPMO
	by the SLP-RPMO, the RMO shall acknowledge receipt			and RD - RPMO (For Step 4.2.2)



	., , , .	İ	i	1
	vidual referral			
applicat				
	od assistance			
from				
	email. The			
RMO si	nall check and			
review	the			
complet	eness of the			
client's	information as			
necessa	ary and			
coordin	ate with the			
referring				
	, ,			
4.2.3. 7	he RMO shall			
underta				
	natching to the			
	ed list of			
	id Pamilyang			
Pilipino				
l ·	argets of SLP.			
(41 3) 16	argoto or our .			
For the	se not found			
in th				
	id Pamilyang			
Pilipino				
I	argets of SLP			
	RPMO shall			
conduct				
	natching with			
	istahanan 3			
Databas	Se.			
P 41				
	se tagged as			
non-po				
Listaha				
	hall prepare a			
	r endorsement			
of the				
stakeho				
	of the RPC			
and fo	r approval by			



the Regional Director (RD). For those found in the endorsed list of 4Ps Targets of SLP and tagged as "No Match" in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as "no-match" for the conduct of SLP Means Test for onward submission to			RMO, PC, RPC, and RD - RPMO
Regional Program			
Coordinator (RPC). 4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RMO RPMO
4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>RMO</i> RPMO

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information.	None	2 hours	Program Coordinator RPMO
	5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.			PC / IPDO - RPMO
	5.2. The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	Implementing Project Development Officer RPMO



6. Undergo the SLP Means Test	6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client: If no-match in the Listahanan 3 Database - The IPDO	None	6 hours	RMO, IPDO, PC, RPC, and RD - RPMO
	shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP			
	Means Test. If qualified in the SLP Means Test - proceed to client step 7.			
	If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).			



7.	Accomplish the SLP Data Privacy Consent Form	7.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	Implementing Project Development Officer RPMO
		7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	Implementing Project Development Officer RPMO
8.	Participate in the SLP Orientation	8. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	Implementing Project Development Officer RPMO
9.	Accomplish the Letter of Intent or SLP Waiver Form	9. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form.	None	15 minutes	Implementing Project Development Officer RPMO



10. Accomplish the SLP Profile Form	10. The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	Implementing Project Development Officer RPMO
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).	None	6 hours	Implementing Project Development Officer RPMO
	For the clients who passed the LSAF and decided to continue, proceed to client step 8.			
	The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form .			
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	12.1. Conduct of MEDT 1 or BEST1. For clients who are qualified for MD Track - The IPDO shall conduct the MEDT 1 for all MD Track.	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO) - RPMO
	For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track.			



	For the clients who decided not to proceed - The clients must sign an SLP Waiver form Note: In case that the			
	IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.			
	12.2. The IPDO shall update the client's information in the SLP IS.	None	30 minutes	Implementing Project Development Officer RPMO
13. Prepare and sign the Modality Application Form (MAF)	13. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Implementing Project Development Officer RPMO
14. Receive the SLP Grant	14.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	Implementing Project Development Officer RPMO



14.2. Project Proposal Review at the Provincial Level The PC shall review the MP using the Project Assessment Tool (PAT). Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.	None	1 day	Program Coordinator RPMO
14.3. Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	RPC - RPMO



14.4. The RD shall approve the MP prior to processing. 14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.	None	2 days	Regional Director RPMO
14.5. Process the Disbursement Voucher	None	2 days	Finance Management Division (FMD)
14.6. Preparation for Grant Releasing 14.6.1. Monitor the issuance of the approved check for disbursement. 14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.	None	1 day	Implementing Project Development Officer RPMO



	14.7. Grant Releasing	None	1 day	IPDO – RPMO (For Step 14.7.1.)
	14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing.			
	14.7.2. The IPDO shall conduct Financial Literacy Training.			Special Disbursement Officer (SDO) /
	14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.			RMO / IPDO / RPC / PC – RPMO (For Step 14.7.3.)
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1. The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	Implementing Project Development Officer RPMO
	15.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	Implementing Project Development Officer RPMO
Activities to be undertaken by SLP - NPMO/SLP - RPMO		NONE	1 day, 1 hour an	d 15 minutes
Activities to be undertaken by SLP – RPMO		NONE	11 days 2 hours	and 5 minutes
1	OTAL	NONE	12 days and 4 h	ours



CENTRAL OFFICE

NON-FRONTLINE SERVICES



ADMINISTRATIVE SERVICE (AS)

NON-FRONTLINE SERVICES



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

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability.

Office/Division: Classification:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS) Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development
Sino ang maaaring makinabang?	(DSWD) Employees who are:
	a. DSWD employees and officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).	From PSAMD Office through PREMIS
One (1) original copy of duly notarized Affidavit of Loss	To be prepared by the client without any prescribed format
One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.	To be prepared by the client without any prescribed format
One (1) original copy of Police Report	4. To be prepared by the client without any prescribed format5. To be prepared by the client without any prescribed format
One (1) original copy Comments of the Head Cluster/Regional Director	,



6.	One (1) original copy of
	Certification from Competent
	Authority on the Destruction
	brought by Natural Calamity and
	Insurgency.

6. To be prepared by the client without any prescribed format

- 7. One (1) original copy of Inspection Report of Damaged Property.
- 7. To be prepared by the client without any prescribed format

- 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)
- 8. From Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing of Request	for Relief			
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Division Chief Property Supply and Asset Management Division



4.0 Danie : :1	NI	0.11-	Division Objet
1.2 Property	None	2 Hours	Division Chief Property Supply and
personnel shall verify if the		(May be extended	Asset Management
property is		depending on	Division
already tagged		the number of	
in PREMIS as		transactions	
lost/		being handled	
damaged/destro		and the	
yed; If not, tag		availability of	
property as lost		documents	
under the		and	
module		information to	
RLSDDP/RLSD		support the	
DSP.		issuance of	
		recommendati	
If not		on.)	
complete:		<i>'</i>	
prepare a reply			
Memorandum			
to			
the accountable			
officer thru the			
HOBS to			
require submiss			
ion of the			
identified			
lacking docume			
ntary requireme			
nt/s.			
The			
Memorandu			
m shall be			
signed by			
the			
Administrativ			
e Service			
Director/			
Administrativ			
e Division			
Chief			



prod	ceed to the t step		District Clinic
recc n/ c add CO. furn Acc Offi HO! con be s the	Prepare Dommendatio Domments D		Division Chief Property Supply and Asset Management Division
for GAS al D 1.3. Adn Ser and Adn Divi and Pro sha	SSG/Region Director 1 The Ininistrative Vice Director Head/ Ininistrative Sion Chief Head of Perty Office Il affix her initial on	(May be extended depending on the number of transactions being handled and the availability of documents and information to support the	Director Administrative Service Director or Division Chief Administrative Division
the Recon/ 1.3. Recon/ sha projend	draft commendati Comment; 2 The draft commendati Commendati Comment II be correct by correct by the comentioned	issuance of recommendati on.)	Head Property Office



HOBS/HOD concerned.	TAL: None	5 Days, 2 Hours, 5 Minutes	
13.3 Propersonnel submit original cope COA photocopy the Account Officer	shall the by to and to table		
officials, with sufficient information to the compliance the Request all the documentar requirement	as of t to y		

Provision of Technical As	Provision of Technical Assistance upon Receipt of COA Decision				
Forward copy of COA decision on the request for relief from property accountability	1.1 Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	Division Chief Property Supply and Asset Management Division	
	1.2 The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:	None	3 Days (May be extended depending on the number of transactions being handled)	Division Chief Property Supply and Asset Management Division	



	16 D 11 6 1 D 1		
	If Relief is Granted		
	Prepare Memorandum		
	to Finance Office		
	endorsing the COA		
	decision and request the		
	dropping of the lost		
	property from the Books		
	of Accounts for		
	signature of		
	Administrative Service		
	Director/ Concerned		
	Division Chief in Field		
	Office, copy furnished		
	the Accountable Officer		
	through the		
	HOBS/HODS		
	1.2.1 Update		
	records/PREMIS		
	If Relief is Denied –		
	Property personnel will		
	prepare		
	memorandum informing		
	the Accountable Officer		
	of the "Money Value" to		
	be settled and		
	processes		
	for replacement or		
	payment, as the case		
	maybe, in accordance		
	with the existing		
	guidelines.		
	Replacement		
	Pagpapalit–		
	Accountable Officer		
	to submit to Property		
	Office through a		
	memorandum the		
Ī	details of the		



2. For Replacement: Present replacement unit for the lost property	proposed item/s with same or higher specifications as replacement to the lost property Payment —Accountable Officer to settle/pay the "money value" of the lost property based on the existing COA accounting rules and guidelines 2.1 Inspect/Validate the offered replacement item/s If Non-Compliant, Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements If Compliant, Proceed	None	4 Hours (May be extended depending on the number of transactions being handled.)	Division Chief Property Supply and Asset Management Division
	2.2 Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall: a. Accept replacement unit upon concurrence of COA	None	4 Hours (May be extended depending on the number of transactions being handled.)	Division Chief Property Supply and Asset Management Division



	Representative and Prepare necessary documentation/updat e record in PREMIS b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts			
2. For Reimbursement Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property	2.1 The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost property in accordance with the approved recommendation.	None	2 Hours	Division Chief Property Supply and Asset Management Division



3. Fill-out CSMF	3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	Division Chief Property Supply and Asset Management Division
T	OTAL:	None	For Replacement - 3 Days, 8 Hours, 10 Minutes For Reimburseme nt -3 Days, 2 Hours, 10 Minutes	

2. Facilitation of Request for Replacement/Reimbursement of Lost, Damaged or Destroyed Properties

When the lost, damaged and destroyed property issued to employees was due to other circumstance other that 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:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)	
Classification:	Complex Transaction	
Type of Transaction:	G2G – Government to Government	



Who may avail:		Department of Social Welfare and Development (DSWD) Officials and Employees				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA		estroyed	From PSAMD Office through PREMIS			
One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		ement of etary ASSG	To be prepared by the Client without any prescribed format			
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. End User shall request to the Undersecretary for GASSG / Regional Director re replacement or reimbursement of lost, damaged or destroyed properties.	1.1 The Undersecreta GASSG (US) or RD shall for request to the Supply and A Management (PSAMD) / P and Supply S (PSS). 1.1.1 PSAME shall assign to officer the recreview 1.1.2 Review request and officers.	GASSG) orward the e Property, Asset t Division Property Section O/PSS to action quest for w the determine	None	20 Minutes	Division Chief Property Supply and Asset Management Division	
	the complete data and atta If not comple Prepare a Memorandur Accountable thru the HOE	ete – n to the Officer			Head Property Office	



concerned to resubmission of identified lacking requirement/s The Memorand be signed by the Administrative Director/Administrative Division Chief	the ng dum shall ne Service nistrative		
If Complete – to the next step			
1.2 The Proper Personnel shat a recommendate addressed to the Undersecretary GASSG/Region Director for the replacement of payment of the property to be through the Action of the Composition of the Money Note that the Money Note	rty None II prepare ation he y for nal e relost coursed scounting surrence outation	5 Days (May be extended depending on the number of transactions being handled and the availability of signatories of approving officials)	Division Chief Property Supply and Asset Management Division
1.3The propert personnel shall of the decision (approval/disapprov	ty None Il receive pproval) y for nal e request, ersonnel ne same efficer for the	2 Days (May be extended depending on the number of transactions being handled)	Division Chief Property Supply and Asset Management Division



If the request is disapproved, prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.		
Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3 rd step of this Citizen's Charter		
If the request is approved, prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replace ment of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the		



		Cash Division/Section within 15 calendar days from receipt of the decision Proceed to next step			
2.	Present replacement unit/Settle the money value of the lost property	2.1 Inspect/Validate the offered replacement item/s If Non-Compliant, Inform the Accountable Officer of the reason/s for non-compliance and to meet the needed requirements. If Compliant, proceed to next step Magpatuloy sa susunod na hakbang Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall: a. Accept replacement unit b. Prepare necessary documentation/upda te record in PREMIS c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and	None	8 Hours (May be extended depending on the number of transactions being handled)	Division Chief Property Supply and Asset Management Division



	copy furnish			
	Accountable Officer			
	on the acceptance			
	of the offered			
	replacement items			
	for reference and			
	recording in the			
	Books of Account			
	2.2 Reimbursement -	None	2 Hours	Division Chief
	The accountable			Property Supply
	officer, through the			and Asset Management
	assistance of property			Division
	personnel shall secure			211101011
	from the Accounting			
	Division/Section the			
	order of payment and			
	pay to the Cash Division/Section the			
	l e			
	money value of the lost			
	property in accordance with the approved			
	recommendation.			
3. Fill-out CSMF	3. Upon completion of	None	5 Minutes	Division Chief
	the process, the			Property Supply
	Property personnel			and Asset
	shall administer the			Management
	CSMF (either online or			Division
	paper-based) from the			
	client/accountable			
	officer through the			
	prescribed customer			
	feedback form			
	TOTAL:	None	For	
			Replacement -	
			7 Days, 12 Hours, 25	
			Minutes	
			For	
			Reimbursemen	
			t - 7 Days, 7	
			Hours, 25 Minutes	
			wiiiutes	



3. Issuance of Sticker Pass

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

Office/Division:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)
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 Sticker Pass In the absence of the authorized signatory secure any of the following:	To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS); 1. Records and Archives Management Division (RAMD)
 Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession Digitally signed using the PNPKI registered digital signature 	 Digital signature of: Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession



3.	Printed copy of email using the
	official DSWD email account
	requesting for the issuance of
	sticker pass

3. From the:

- Authorized signatory or;
- Authorized representative with attached 1 photocopy of SO for order of succession
- 4. Present the property to claim sticker pass
- 4. To be presented by the requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplishe d request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	Division Chief Property Supply and Asset Management Division
	1.2 Validate request: If not duly signed, request for the lacking signature If duly signed, update expiration date of the sticker pass in PREMIS; for DSWD property with an accountable person under	None	1 Hour, 30 Minutes	Division Chief Property Supply and Asset Management Division
	regular / contractual / coterminous / casual employee expiration date shall			



be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.			
1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass	None	30 Minutes	Division Chief Property Supply and Asset Management Division
1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	Head Property Office
1.5. Attach signed sticker pass to the submitted sticker pass request and file	None	15 Minutes	Division Chief Property Supply and Asset Management Division



2. Claim Sticker Pass	in the data file folder according to numerical sequence 2.1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker	None	30 Minutes	Division Chief Property Supply and Asset Management Division
	pass and in the printed sticker pass.			
	If incorrect details, inform the requester and request for the right item. If correct details, Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker	None	30 Minutes	Division Chief Property Supply and Asset Management Division
	2.3. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Division Chief Property Supply and Asset Management Division
	TOTAL:	None	4 Hours, 5 Minutes	



4. Procurement under Agency to Agency

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

Office or Division	1:	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
Classification:		Highly Tech	nnical	
Type of Transacti	on:		ernment-to-Governn nt to Business	nent) / G2B
Who may avail:			ntral Office Office/ Bu	ureau/ Service/
CHECKLIST (OF REQUIREMENTS		WHERE TO SEC	URE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if		Secretariat Building, D	Unit (OBSUs) located at the 2n SWD Central Office	nd Floor, Mahusay
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a	None	One (1) calendar day	Division Chief Procurement Management Division



i		1	
transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement — Agency-to-Agency as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished Checklist for AMPs (DSWD-AS-GF-0			
1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study/ research, price quotations/ proposals – to ensure that the Servicing Agency is technically, legally and financially capable to deliver the goods and/or services in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR. 1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



-			-
	Resolution recommending adoption of Negotiated Procurement – Agency-to-Agency modality and award of contract to the Servicing Agency.		
	1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).		
	1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.		
	1.2.4 The BAC Resolution is routed to the HoPE for signature and/or approval.		
	1.2.5 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist		



	for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO). 1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.c			
2. Prepare the ORS and have the PO signed by the HoPE	2.1 Upon receipt of the complete documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare MOA/ MOU/ PO.	None	Six (6) Calendar days (exclusive of End-user and FMS process)	Division Chief Procurement Management Division



	<u> </u>	
In case of MOA/ MOU:		
Prepare draft MOA/		
MOU between the		
Department and		
Servicing Agency and		
endorse the same with		
outgoing clerk for		
onward endorsement to		
the Legal Service (LS)		
for review.		
lor review.		
2.1.1 Within three (3)		
days from receipt of		
comments, the		
concerned Procurement		
Officer shall then finalize		
the MOA/ MOU in		
accordance to the		
I		
comments of LS,		
prepare the FMS-AD		
COA Checklist and label		
all the documents and		
endorse to the End-user		
concerned the entire		
document and the		
accomplished Checklist		
for AMPs.		
NOTE: In case the		
Servicing Agency has		
their prescribed or		
template MOA/MOU		
and requires their prior		
vetting/review, an		
additional number of		
days is allotted to the		
SA and End-user Unit.		
In case of PO:Prepare		
PO. Then endorse to		
the End-user concerned		
the entire documents		



and the accomplished Checklist for AMPs. 2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS. 2.1.3 The End-user facilitates the signature and approval of the MOA/ MOU/ PO by the HOPE. 2.1.4 Once MOA/ MOU/ PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD)			
2.2 Upon receipt of the duly funded MOA/ MOU/ PO, the CMS Procurement Officer shall notify and serve immediately to the Servicing Agency (SA) the MOA/ MOU/ PO and facilitate the signing by the duly authorized	None	Three (3) calendar days	Division Chief Procurement Management Division



the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
2.3 The BAC, through its Secretariat, shall post the MOA/ MOU/ PO, for information purposes, in the PhilGEPS website,	None	Within Ten (10) days	Division Chief Procurement Management Division
representative of the SA. 2.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed MOA/ MOU/ PO for posting.			



5. Procurement under Direct Contracting

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

Office or Division:		Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)			
Classification:		Highly Tech	nnical		
Type of Transaction	າ:		rnment-to-Governm nt to Business	ent / G2B	
Who may avail:			ntral Office Office/ B J)	ureau/ Service/	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SECU	RE	
 Certificate of Distributorship 	be Head of the OBS echnical specifications rices requested with a of approved PPMP and documents per ection Report er Diagnostic Report Exclusive/ Sole Market Research, if countability Report able	located at the 2nd Floor, Mahusay Building DSWD Central Office.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. OBSU endorses approved PR to the		None	Three (3) calendar days	Division Chief	



DAC there was let a			Droouromont
BAC through its	4.4.Th a DDMO		Procurement
Secretariat	1.1 The PPMS		Management
	receiving officer		Division
	shall record, update		
	the Procurement		
	Monitoring Tool		
	(PMT) and endorse		
	to the PPMS		
	Procurement Officer		
	who then prepares		
	the RFQ and		
	ensures that the		
	specific		
	requirements		
	indicated in the		
	approved PR are		
	consistent with the		
	approved technical		
	specifications and/or		
	supporting		
	documents. He/She		
	then endorses the		
	RFQ and other		
	relevant supporting		
	documents, together		
	with the		
	accomplished		
	Checklist for		
	Alternative Mode of		
	Procurement		
	(AMPs)		
	(DSWD-AS-GF-096)		
	, ,		
	, to the PPMS		
	receiving officer for		
	signature of the		
	PMD-Chief/OIC.		
	1.1.1 The PMD		
	Chief/OIC signs the		
	RFQ Form.		
	1.1.2 Once the RFQ		
	is signed, the PPMS		



receiving officer		
updates the PMT,		
and endorses the		
RFQ to the PPMS		
Procurement Office	r	
to facilitate the		
procurement		
process.		
'		
1.1.3 The PPMS		
Procurement Office	r	
shall send the RFQ		
to the identified		
direct supplier and		
require the same to)	
submit price		
quotation including		
the terms and		
conditions of sale,		
and a certification of	of	
exclusive dealershi	p	
and/or sole		
distributorship,		
patents or		
copyrights.		
1.1.4 Upon receipt		
of the price		
quotation and		
required documents	s	
the PPMS	- '	
Procurement Office	r	
endorses to the	1	
BAC, through its		
Secretariat, a		
transmittal		
memorandum		
requesting for BAC		
Resolution		
recommending the		
adoption of Direct		
Contracting as the		
mode of		



procurement and award of contract to the identified direct supplier, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096)			
1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document. 1.2.1 The BAC may conduct simplified negotiations on the terms and conditions of the contract to ensure that the direct supplier is technically, legally and financially capable to deliver the goods at the most advantageous	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



price and contract			
ioi the Government.			
1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].			
1.2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared.			
1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually			
	for the Government. 1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"]. 1.2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared. 1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the	for the Government. 1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"]. 1.2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared. 1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually	for the Government. 1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"]. 1.2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared. 1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually



approv	al of the		
Head of	of the		
	ing Entity		
(HoPE).		
1.2.6 7	he BAC		
I	tion is routed		
by the	BAC ariat among		
	C Members		
	r signature.		
1271	hen, the BAC		
	tion together		
	e NOA is		
	to the HoPE nature and/or		
approv			
	n the event PE shall		
	rove the		
	mendation,		
	isapproval e based only		
on vali	-		
reasor	able, and		
	ole grounds to		
	ressed in , addressed		
to the			
1207	he BAC		
I -	ates and		
inform	s the		
	ser on the		
decisio	on/ roval of the		
HoPE.			
1 2 10	Upon receipt		
	duly signed		
	he BAC Sec		



	Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).			
2. Prepare the ORS and have the PO signed by the HoPE	2.1 The PMD-CMS shall prepare and facilitate the issuance of PO. 2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the	None	Three (3) calendar days (exclusive of FMS process)	Division Chief Procurement Management Division



PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the		
accomplished Checklist for AMPs.		
2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.		
2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.		
2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds		
availability by		



FMS-Accounting Division.			
2.2 Upon receipt of the duly funded PO the CMS Procurement Office shall immediately notify and serve to the supplier the PO 2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.	, r	Three (3) calendar days	Division Chief Procurement Management Division
2.2.2 The CMS Procurement Office shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.	е		
3.1 The BAC, through its	None	Within ten (10) days	Division Chief Procurement Management Division



Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 3.1.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.	None	24 Calone	lor Dava
TOTAL:	None	34 Calend	iar Days

6. Procurement under Direct Detail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

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

Office or Division:	Administrative Service - Procurement	
	Management Division (AS-PMD)	



		Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)			
Classification:		Highly Tech	nical		
Type of Transaction	n:		t-to-Government t to Business (G2	` '	
Who may avail:		DSWD Cen Unit (OBSU		Bureau/ Service/	
CHECKLIST (OF REQUIREMENTS		WHERE TO SEC	CURE	
must be submitted by the Head of the technical specificat services requested of approved PPN documents per requ	oject Proposal rms of Reference (TOR) Letter by/ Market Research	Secretariat		submit to BAC nd Floor, Mahusay ce	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Direct Retail Purchase of POL products and Airline Tickets as the mode of procurement and award of contract to the identified supplier and/or service provider, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).	None	One (1) calendar day	Division Chief Procurement Management Division
	1.2 Upon receipt of the documents, the BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents to ensure that the conditions have been met. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division
	1.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, prepares the BAC Resolution with the			



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



		1
applicable to financial transactions.		
1.3.5 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).		
1.3.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.		
1.3.7 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.		
Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to End-user (ex.		



In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. 1.3.8 The BAC shall deliberate and inform the End-user on the decision/disapproval by the HoPE.	NONE	16 Cale	ndar Days
AS-GSD-AMBPS), copy furnish CMS.			

7. Procurement under Emergency Cases

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

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



All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:

End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office

- Approved Project Proposal
- Approved Terms of Reference (TOR)
- Justification Letter
- Market Survey/ Market Research

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PMD-BAC Secretariat (BAC Sec) checks the submitted PR and its supporting documents versus a checklist, as hand carried by the End-user staff.	None	One (1) calendar day	Division Chief Procurement Management Division
	If found complete, the BAC Sec stamps receive the PR. The BAC Sec receives, records the approved PR with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and			



i		i	
encodes in the Procurement Monitoring Tool (PMT).			
If found incomplete, the PR is immediately declined for appropriate action by the End-user.			
1.1.1 BAC Sec shall check the inclusion of the procurement project in the approved Supplemental PPMP and completeness of required supporting documents. If found in order, the BAC Sec affixes his/her initial, then endorses to the BAC Sec Head.			
Otherwise, if no approved Supplemental PPMP the BAC Sec prepares a PR Action Form (DSWD-AS-GF-083) and returns the PR to the End-User Unit for appropriate action.			
1.2 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the BAC	None	Within One (1) calendar day	Division Chief Procurement Management Division



Resolution		
recommending to the		
HOPE: (i) any		
revision of the		
Annual Procurement		
Plan (APP) to cover		
the Procurement		
Project; (ii) adoption		
of the Negotiated		
Procurement -		
Emergency Cases		
modality and (iii)		
delegate to either the		
BAC or the End-user		
unit or any other		
appropriate bureau,		
committee, support		
or procuring unit the		
authority to directly		
negotiate with a		
legally, technically,		
and financially		
capable supplier,		
contractor, or		
consultant for		
procurement		
undertaken through		
any of the allowable		
instances of		
Negotiated		
Procurement		
(Emergency Cases)		
under Section 53.2 of		
the 2016 revised		
IRR.		
IINN.		
1.2.1 The BAC		
Resolution shall be		
endorsed to the		
Head of the BAC		
Secretariat for final		
review and		



comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).		
1.2.2 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.		
1.2.3 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.		
1.2.4 The BAC Sec furnishes the PPMS and/or the authorized OBS/ End-user Unit the approved BAC Resolution Certified True Copy (CTC) to proceed with securing quotations.		
1.2.5 If NP-EC is directly negotiated, proceed to Step # 14.		
1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only		



on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. 1.2.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.			
1.3 The PPMS receiving officer records, updates the PMT and endorses to the PPMS Procurement Officer who then prepares the RFQ/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications/ project proposal/ TOR and/or supporting documents. 1.3.1 The PPMS receiving officer shall endorse the RFQ/ RFP and other relevant supporting documents to the PPMS receiving	None	Three (3) calendar days	Division Chief Procurement Management Division



	officer for signature of the PMD-Chief. Once the RFQ/RFP is signed, the PPMS receiving officer updates the PMT, and endorses it to the PPMS Procurement Officer to facilitate the procurement process. 1.3.2 The PPMS Procurement Officer sends out/ emails the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and/or consultants, to submit a price quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit.			
2. Submit a bid quotation/ bid proposal through the official email	2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the	None	In accordance with the deadline set in the RFQ/RFP	Division Chief Procurement Management Division



or su to the Secr 2.1.1 Proc shall BAC Secr trans mem reque evalu delib	pt of ations/proposals ations/proposals ations/proposals at a smittal acrandum esting for BAC ations received.			
the p proporting Sec. Office desig Work (TW) then exan evalu subn docu deter comp minin spec the e and i	ments, and mine their bliance to the mum technical ifications set by end-user Unit, recommend to BAC their	None	Three (3) calendar days	Division Chief Procurement Management Division



2.3 Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the appropriate supporting documents to ensure that the supplier, contractor, or consultant is technically, legally and financially	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division
and financially capable to deliver the goods and/or services. 2.3.1 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending to the HOPE the award of contract to the legally, technically and financially capable supplier, service provider, contractor or consultant.			
2.3.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature			



of the members of the BAC, and eventually for signature and approval of the HoPE.		
2.3.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.		
2.3.4 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.		
2.3.5 Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).		



	2.3.6 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. 2.3.7 The BAC deliberates and informs the End-user			
	on the decision/disapproval by the HoPE.			
3. Prepare the ORS and have the PO signed by the HoPE	3.1 The PMD-CMS prepares and facilitates the issuance of PO.	None	Three (3) calendar days (exclusive of FMS process)	Division Chief Procurement Management Division
	3.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and			



prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs. 3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS. 3.1.3 The End-user facilitates for signature and approval of the PO by the HoPE. 3.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds			
` ,			
3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier,	None	One (1) calendar day	Division Chief Procurement Management Division



i e e e e e e e e e e e e e e e e e e e			1
contractor or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor or consultant to signify the acceptance of the award made to them. 3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed Contract/PO for posting.			
3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the premises of the DSWD within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand	None	Within Ten (10) days	Division Chief Procurement Management Division



3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.	NONE	38 Cale	ndar Days
Pesos (₱50,000.00) and below.			

8. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Highly Technical Consultant under Section 53.7** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

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



JustificationCurriculum Vitae				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement - Highly Technical Consultant as the mode of procurement and award of contract to the identified individual consultant, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096).	None	One (1) calendar day	Division Chief Procurement Management Division
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents - e.g. justification, TOR, CV, and others. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



1.2.1 The BAC shall undertake the negotiation with the individual consultant based on the TOR prepared by the End-user. Considering the nature of the consultancy work, the negotiations need not be elaborate, it is enough that the BAC has validated that the individual is legally, technically and financially capable to undertake and fulfill the consultancy work based on the TOR.		
1.2.2 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].		
1.2.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Highly Technical Consultant modality and award of contract to the		



individual consultant. The Notice of Award (NOA) is also prepared.		
1.2.4 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.		
1.2.5 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.		
1.2.6 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.		
1.2.7 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.		



	1.2.8 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE. 1.2.9 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded individual consultant. The BAC Sec procurement officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to PMD-Contract Monitoring Section (CMS) for preparation of Contract.			
3. Prepare the ORS and have the PO signed by the HoPE	3.1 Upon receipt of the complete documents e.g. CTC of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and	None	Six (6) calendar days	Division Chief Procurement Management Division



hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract.		
3.1.1 The CMS Procurement Officer prepares the draft Contract between the Department and the Consultant and endorses the same with outgoing clerk for onward endorsement to the LS for review.		
3.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance to the comments of LS, prepare the FMS-Accounting Division (FMS-AD) COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.		
3.1.3 The end-user prepares the ORS form and facilitates the		



signature on BOx A of ORA by the HOBS. Then, the End-user facilitates the signature and approval of the Contract by the HoPE. 3.1.4 Once the Contract is signed and approved by the HoPE, the End-User facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability of FMS-AD.			
3.2 Upon receipt of the duly funded Contract, the CMS Procurement Officer shall immediately notify and serve to the consultant the Contract. 3.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Consultant within three (3) calendar days from the date of approval of the contract.	None	Three (3) calendar days	Division Chief Procurement Management Division



purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS. TOTAL: None 35 Calendar Days	3.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.



9. Procurement under Lease of Real Property and Venue

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

Administrative Service - Procurement Management Division (AS-PMD)

Office or Division:	Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)				
Classification:	Highly Technical				
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)				
Who may avail:	DSWD Central Office O	ffice/ Bureau/ \$	Service/ Unit (OB	SU)	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Number must be so copies signed by indicating complete of the goods and se certified true copy other supporting door follows: Approved Pro Evaluation Cri Justification of location	uest (PR) with DRN submitted in three (3) the Head of the OBS technical specifications ervices requested with a proposed PPMP and cuments per request as diect Proposal teria/ Rating Factor in the proposed venue/ that DSWD facilities are	WHERE TO SE End-user Unit (OBSUs) Secretariat located at the 3 Building, DSWD Central Office		submit to BAC nd Floor, Mahusay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, update the PMT and endorse it to the PPMS Procurement Officer who then prepares the	None	Three (3) calendar days	Division Chief Procurement Management Division	



Dogwood for Overtation	
Request for Quotation	
(RFQ) and ensures	
that the specific	
requirements indicated	
in the approved PR	
are consistent with the	
approved Project	
Proposal and/or	
supporting documents.	
He/She then endorses	
the RFQ and other	
relevant supporting	
documents, together	
with the accomplished	
Checklist for AMPs	
(DSWD-AS-GF-096),	
to the PPMS receiving	
officer for signature of	
the PMD Chief/OIC.	
The Final Cities of the Cities	
1.1.1 The PMD	
Chief/OIC signs the	
RFQ Form.	
TAT Q T OITH.	
1.1.2 Once the RFQ is	
signed, the PPMS	
receiving officer	
updates the PMT, and	
· · · ·	
endorses the RFQ to	
the PPMS	
Procurement Officer to	
facilitate the	
procurement process.	
1 1 2 The DDMC	
1.1.3 The PPMS	
Procurement Officer	
sends out/ emails the	
RFQ and requests the	
prospective service	
providers/Lessors to	
submit a price	
quotation/proposal	
that is responsive to	



	the minimum technical specifications/ requirements set by the End-user Unit (OBS).			
	Real Property			
	The PPMS Procurement Officer shall invite at least three (3) prospective Lessors to submit sealed price quotations.			
	Venue			
	The PPMS Procurement Officer shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.			
2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat	2.1 The Service Providers/Lessors submit price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of	None	In accordance with the deadline set in the RFQ	Division Chief Procurement Management Division



quotation indicated in the RFQ.			
2.2 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable service provider/ Lessor.	None	Within One (1) calendar day from the deadline for submission of quotations	Division Chief Procurement Management Division
2.3 Upon the deadline for receipt of the price quotations, BAC Secretariat Procurement Officer shall then proceed to recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by	None	Three (3) calendar days	Division Chief Procurement Management Division



the end-user unit/s		
(OBSUs), and		
recommend to the		
BAC their findings.		
Real Property		
On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient		
to proceed with the evaluation thereof.		
The real property		
being offered by the		
Lessor with the Single		
or Lowest Calculated		
Quotation shall be		
rated in accordance		
with the technical		
specifications and the		
reasonableness of its		
price quotation shall		
be determined in		
accordance with the		
methodology		
prescribed in		
Appendix B of Annex "H".		
11.		
Upon determination of		
the responsiveness		
and reasonableness of		
the quotation, the BAC		
shall recommend to		
the HOPE the award		
of contract in favor of		
the Lessor with the		



Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex "H").		
Venue		
Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.		
The venue being offered by the Lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications prepared pursuant to Appendix B of Annex "H". Compliance rating with technical specifications may be conducted through ocular inspection, interviews, or other forms of due diligence.		
Upon determination of the responsiveness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the		



-			
Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex "H").			
In case of failure of procurement, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement			
2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the Abstract of Quotations (AOQ) recommending to the HoPE the adoption of the Negotiated Procurement – Lease of Real Property or Venue modality and award of contract to the service provider/Lessor with the Single or Lowest	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



Calculated and		
Responsive Quotation.		
2.4.1 The AOQ and		
the NOA shall be		
endorsed to the Head		
of the BAC Secretariat		
for final review and		
comments, prior to its		
routing for the		
signature of the		
members of the BAC,		
and eventually for the		
signature and		
approval of the HoPE.		
0.40 The ACC		
2.4.2 The AOQ is		
routed by the BAC		
Secretariat among the		
BAC Members for		
their signature.		
2.4.3 Then, the AOQ		
and NOA are routed to		
the HOPE for		
signature and/or		
approval.		
2.4.4 Upon receipt of		
the duly signed NOA,		
the BAC Sec		
Procurement Officer		
serves it at once to the		
awarded service		
provider/ Lessor. The		
BAC Sec-in-Charge		
shall then endorse the		
approved Abstract of		
Quotations with		
complete supporting		
documents and the		
accomplished		
Checklist for AMPs to		
	•	



	BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO). 2.4.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. The BAC deliberates and informs the End-user on the decision/disapproval of the HOPE.			
3. Prepare the ORS and have the PO signed by the HoPE	3.1 The PMD-CMS shall prepare and facilitate the issuance of Contract (for Lease of Real Property) / Purchase Order (for Lease of Venue). Upon receipt of the complete documents, e.g. Abstract of Quotations, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and	None	Three (3) calendar days	Division Chief Procurement Management Division



	i	
hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order/ Contract. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.		
3.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.		
3.1.3 Then, the End-user facilitates for signature and approval of the PO/Contract by the HoPE.		
3.1.4 Once PO/Contract is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.		



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



of posting to the PMD-CMS.

10. Procurement Under Repeat Order

specifications of the goods and services requested

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

Administrative Service - Procurement Management Division

Office or Division:	(AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)				
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 F	REQUIREMENTS	WHERE TO SECURE			
All Purchase Request (PR be submitted in three (3) of the OBS indicating	opies signed by the Head	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office			



with a **certified true copy of approved PPMP** and other supporting documents per request as follows:

- Justification
- Market Survey/ Market Research
- Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed
- Inspection and Acceptance Certificate
- Price Quotation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the award of contract through Repeat Order, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).	None	Three (3) calendar days	Division Chief Procurement Management Division
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



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



1.2.4 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.		
1.2.5 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.		
1.2.6 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.		
1.2.7 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the		
accomplished		



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



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



copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract. 2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO			
2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 2.3.1.The BAC Sec shall furnish the proof of posting to the PMD-CMS.	None	Within Ten (10) days	Division Chief Procurement Management Division



TOTAL	None	34 Calendar Days
		(exclusive of FMS process)

11. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)					
Classification:		Highly Tech	nical		
Type of Transaction:		Governmer	nt-to-Government nt to Business (G2	2B)	
Who may avail: DSWD Central Office Offic Unit (OBSU)				Bureau/ Service/	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
must be submitted in to the Head of the Option technical specification services requested with of approved PPMP documents per reques Approve Project Approved Terms Justification	e Quotation/ Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement — Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier, contractor or consultant, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs)	None	One (1) calendar day	Division Chief Procurement Management Division
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study, price quotations/ proposals – to ensure that the supplier, service provider, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



T		
in accordance with the provision of R.A. No. 9184 and its 2016		
Revised IRR.		
1.2.1 The BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the technical specifications, scope of work or terms of reference prepared by the End-user.		
1.2.2 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].		
1.2.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement — Scientific, Scholarly or Artistic Work, Exclusive Technology and Media		
Services modality and award of contract to the supplier, service		
provider, contractor, or		



consultant. The Notice of Award is also prepared.	е
1.2.4 The BAC Resolution and the No shall be endorsed to the Head of the BAC Secretariat for final review and comments prior to its routing for signature of the members of the BAC, and eventually for signature and approve of the Head of the Procuring Entity (HoPE).	he s,
1.2.5 The BAC Resolution is routed be the BAC Secretariat among the BAC Members for their signature.	у
1.2.6 Then, the BAC Resolution together w the NOA is routed to t HoPE for signature and/or approval.	
1.2.7 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to th awarded supplier, service provider, contractor, or consultant. The BAC Sec-in-Charge shall then endorse the	e



	approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO). 1.2.8 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and			
	justifiable grounds to be expressed in writing, addressed to the BAC. 1.2.9 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.			
2. Prepare the ORS and have the PO signed by the HoPE	2.1 The PMD-CMS prepares and facilitates the issuance of PO. 2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat,	None	Three (3) calendar days	Division Chief Procurement Management Division



the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.			
2.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.			
2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.			
2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD).			
2.2 Upon receipt of the duly funded PO, the CMS Procurement	None	Three (3) calendar days	Division Chief Procurement Management Division



Officer shall immediately notify and serve to the supplier, contractor or consultant the PO. 2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier, Contractor or Consultant within three (3) calendar days from the date of approval of the contract. 2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.			
2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserve for this	None	Within Ten (10) days	Division Chief Procurement Management Division



purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (Php 50,000.00) and below. 2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.		
TOTAL:	None	ndar Days FMS process)

12. Procurement under Shopping under Section 52.1 (B)

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

Office or Division:	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
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 SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office		



of approved PPMP and other supporting documents per request as follows:

- Approved Terms of Reference



receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process. Proceed to step # 9. 1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (PhP1M), the PPMS receiving officer shall endorse the RFQ to the BAC, through its Secretariat,			
to proceed with the required postings. 1.2 The BAC Sec Head assigns the RFQ to BAC Sec Procurement Officer for posting. 1.2.1 The BAC Sec Procurement Officer shall post the RFQ at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of three (3) calendar days.	None	Twp (2) calendar days	Division Chief Procurement Management Division



1.2.2 The BAC Sec procurement officer shall forward the posted RFQ together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then endorse the documents to the PPMS receiving officer.			
1.3 The PPMS receiving officer updates the PMT and forwards the posted RFQ to the PPMS procurement officer. 1.3.1 The PPMS Procurement Officer shall send out/email the RFQ to at least three (3) suppliers of known qualifications and requests to submit price quotation that is responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall	None	One (1) calendar days	Division Chief Procurement Management Division



	be allowed to participate.			
2. Submit price quotations through official email address and/or fax number of the BAC Secretariat	2.1 The suppliers must submit their price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ. 2.1.1 At least three (3) price quotations must be obtained to proceed with the evaluation thereof.	None	In accordance with the deadline set in the RFQ	Division Chief Procurement Management Division
	2.2 The deadline for submission may be extended thrice, if none or less than the required number of quotations are received. 2.2.1 For ABCs more than Fifty Thousand Pesos (₱50,000.00), extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PhilGEPS, the	None	Before the original deadline for submission	Division Chief Procurement Management Division



website of the Procuring Entity, if any, and at any conspicuous place in the Procuring Entity's premises. 2.2.2 In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV(K) of the Guidelines.			
2.3 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable supplier to supply and deliver the goods.	None	Within one (1) calendar day from the deadline for submission of quotations	Division Chief Procurement Management Division
2.4 Upon the deadline for receipt of the price quotations, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and	None	Three (3) calendar days	Division Chief Procurement Management Division



completeness of the		
submitted quotations to		
ensure that the		
supplier is technically,		
''		
legally and financially		
capable to deliver the		
goods or services in		
accordance with the		
provision of R.A. No.		
9184 and its 2016 IRR.		
If the BAC Secretariat		
procurement officer		
could not proceed		
with the evaluation		
due to the complexity		
of the technical		
specifications, the		
BAC Secretariat may		
recommend to the		
BAC, if warranted, the		
creation of Technical		
Working Group (TWG)		
from the pool of		
technical experts in the		
Department who will		
examine and evaluate		
the submitted		
documents, and		
determine their		
compliance to the		
minimum technical		
specifications/		
requirements set by		
the end-user unit/s		
(OBSUs), and		
recommend to the BAC		
their findings.		
In case of failure of		
procurement, the BAC		
l -		
Secretariat Head		
issues a Memorandum		



to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.			
2.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and Responsive Quotation, as the case may be. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).	None	Within FIfteen (15) calendar days	Division Chief Procurement Management Division



2.5.1 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.		
2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.		
2.5.3 The BAC Sec Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).		
2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.		
2.5.5 The BAC deliberates and informs the End-user on the		



3. Prepare the ORS and have the PO signed by the HoPE 3.1 Upon receipt of the complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO. 3.1.1 CMS Procurement Officer prepares the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs. 3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS. 3.1.3 Then, the End-user facilitates for signature and approval of the PO by the HOPE.		decision/disapproval of the HoPE.			
3.1.4 Once the PO is signed and approved by the HoPE, the	and have the PO	complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO. 3.1.1 CMS Procurement Officer prepares the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs. 3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS. 3.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE. 3.1.4 Once the PO is signed and approved	None	` ,	Procurement Management



End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.			
3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall notify and serve immediately to the Supplier the PO and facilitate the signing by the duly authorized representative. 3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO for posting.	None	Three (3) calendar days	Division Chief Procurement Management Division
3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their	None	Within Ten (10) calendar days	Division Chief Procurement Management Division



issuance, except for contracts with an Approved Budget for the Contrac of Fifty Thousand Pesos (₱50,000.00) and below. 3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
TOTAL:	None	41 Calend (exclusive of End proc	d-User and FMS

13. Procurement under Small Value Procurement

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

Office or Division:	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
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 SECURE		
Three (3) copies of Procurement Request (PR) with DRN Number signed by the Head of the OBS indicating complete technical specifications of the goods and services requested	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Officer		



One (1) **certified true copy of approved PPMP** and other supporting documents per request as follows:

- Approved Terms of Reference
- Technical Assistance (TA) Report (BGMD/ICTMS/SMS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, and update the Procurement Monitoring Tool (PMT) and endorse to the PPMS Procurement Officer who then prepares the RFQ/ RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, terms of reference (TOR) and/or supporting documents. 1.1.1 The PPMS receiving officer shall endorse the RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096), to the PPMS receiving	None	Three (3) calendar days	Division Chief Procurement Management Division



officer for signature of the PMD-Chief/OIC. 1.1.2 The PMD Chief/OIC shall sign the RFQ/RFP Form. 1.1.3 Once the RFQ/RFP is signed, the PPMS receiving officer shall update the PMT, and endorse the RFQ/RFP to the PPMS Procurement Officer to facilitate the procurement process. 1.1.3 For those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (₱1M), the PPMS receiving officer shall endorse the RFQ/RFP to the BAC, through its Secretariat, to proceed with the required postings.			
1.2 The BAC Sec Head assigns the RFQ/RFP to BAC Sec Procurement Officer for posting. 1.2.1 The BAC Sec Procurement Officer shall post the RFQ/RFP at the PhilGEPS website, DSWD website and at the conspicuous place reserved for the	None	Two (2) calendar days	Division Chief Procurement Management Division



purpose in the premises of the DSWD CO/FO for a period of three (3) calendar days. 1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT. 1.2.3 The BAC Sec procurement officer shall endorse the documents to the PPMS receiving officer.			
1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer. 1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, service providers, contractors or consultants of known qualifications and requests to submit price quotation/proposal that is responsive to the minimum requirements on technical specifications/ scope of	None	One (1) calendar day	Division Chief Procurement Management Division



	work/ TOR, ABC and other terms and conditions set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.			
2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat	2.1 The suppliers, service providers, contractors or consultants must submit their price quotation/bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ/RFP. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	In accordance with the deadline set in the RFQ/RFP	
	2.2 The PPMS Procurement Officer shall endorse to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or	None	Within one (1) calendar day from the deadline for submission of quotations	Division Chief Procurement Management Division



deliberation of			
quotations/proposals received and award of contract to the legally, technically and financially capable service provider/ Lessor.			
Evaluation of quotations/ proposals 2.3 Upon the deadline for receipt of the price quotations/ proposals, the BAC Sec Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the submitted quotations/proposal to ensure that the supplier is capable to deliver the goods or services in accordance with the provision of RA No. 9184 and its 2016 Revised IRR. If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the specifications, scope of works, or TOR, the BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of	None	Three (3) calendar days	Division Chief Procurement Management Division



technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ qualifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. In case of failure of procurement, the BAC Secretariat Head shall issue a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.			
2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ recommending to the HoPE the adoption of the Negotiated Procurement - Small Value Procurement modality and the award	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



of contract in favor of the supplier, service		
provider, contractor with		
the Single or Lowest		
Calculated and		
Responsive Quotation		
(for goods or		
infrastructure projects),		
or in favor of the		
consultant with the		
Single or Highest Rated		
and Responsive		
Proposal (for consulting		
services) as the case		
may be. Likewise, the		
NOA is also prepared in		
cases of infrastructure		
projects and consulting		
services.		
2.4.4 The DAC		
2.4.1 The BAC Resolution/AOQ and the		
NOA (if applicable) shall		
be endorsed to the		
Head of the BAC		
Secretariat for final		
review and comments,		
prior to its routing for		
signature of the		
members of the BAC,		
and eventually for the		
signature and approval		
of the HoPE.		
2.4.2 The BAC		
Secretariat shall route		
the BAC		
Resolution/AOQ among		
the BAC Members for		
their signature.		
0.4.0. The ACC /DAC		
2.4.3 The AOQ/BAC		
Resolution and NOA are		



routed to the HoPE for signature and/or approval.		
2.4.4 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.		
2.4.5 The BAC Sec Procurement Officer shall endorse the approved AOQ/ BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO) or Contract.		
In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.		
2.4.6 The BAC shall deliberate and inform the End-user on the		



	decision/ disapproval of the HoPE.			
3. Prepare the OBRS and have the PO signed by the HoPE	3.1 Upon receipt of the complete documents from the BAC Secretariat, the Contract Monitoring Section (CMS) receiving officer shall update the PMT and endorse the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO or Contract. In case of Contract for Consulting Services: Prepare the draft Contract between the Department and the Consultant and endorse the same to the outgoing clerk for onward endorsement to the Legal Service (LS) for review. Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance with the comments of LS, prepare the FMS-AD	None	Six (6) calendar days	Division Chief Procurement Management Division
	COA Checklist and			



executive s necessary) all the docu Then endor End-user (C concerned document a accomplish Checklist fo	and label ments. (See to the DBS) the entire and the ed	
	ls and structure	
Prepare the P endorses to the End-user condense entire document the accomplish Checklist for A	cerned the ents and hed	
3.1.1 The End shall prepare form and facili signature on E ORS by the H	the ORS tate the Box A of	
3.1.2 The End facilitates for s and approval or Contract by HoPE.	signature of the PO	
3.1.3 Once the Contract is significant approved by the End-user of facilitate the proof fund obligated FMS-Budget In and certification availability by	ned and he HoPE, shall rocessing ion by Division	



FMS-Accounting Division.			
3.2 Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall notify and serve immediately to the Supplier, Service Provider, Contractor or Consultant the PO/Contract and facilitate the signing by the duly authorized representative. 3.2.1 The CMS Procurement Officer shall furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO/Contract for posting.	None	Three (3) calendar days	Division Chief Procurement Management Division
3.3 The BAC, through its Secretariat, shall post the PO/ Contract and NOA (if any), for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract (ABC) of Fifty	None	Within Ten (10) calendar days	Division Chief Procurement Management Division



posting to the PMD-CMS.	None	44 Caler	ndar Days
	113116	(exclusive of En	nd-User and FMS cess)

14. Procurement Under Two Failed Biddings under Section 53.1

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

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



- Approved Terms of Reference
 Approved Project Proposal
 BAC Resolution declaring 2nd Failure of Bidding

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, update the PMT and endorse to the PPMS Procurement Officer who shall prepare the Draft RFQ/RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or other supporting documents. 1.1.1 Prepare a transmittal memorandum to the BAC, through the BAC Secretariat, endorsing the Draft RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096)	None	One (1) calendar day	Division Chief Procurement Management Division



1.1.2 The PMD-PPMS Chief/OIC shall sign the memorandum— endorsement.			
1.1.3 The PPMS receiving officer shall then transmit the memo-endorsement to the BAC, through its Secretariat, to proceed with the required postings.			
1.2 The BAC Sec Head shall assign the RFQ/RFP to BAC Sec Procurement Officer for posting. 1.2.1 The BAC Sec Procurement Officer shall post the procurement opportunity (e.g. RFQ/RFP) at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of at least three (3) calendar days.	None	Two (2) calendar days	Division Chief Procurement Management Division
1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then			



endorse the documents to the PPMS receiving officer.			
1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer.	None	One (1) Calendar day	Division Chief Procurement Management Division
1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed hereunder.			
1.4. Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



	· ·	1	
communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.			
1.4.1 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date (e.g. within five calendar days), a best offer based on the final technical and financial requirements together with their post-qualification documents.			
1.4.2 Upon receipt of the best and final offer, together with their post-qualification documents, the BAC Sec Procurement Officer shall			



conduct evaluation, review and verify the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is capable to deliver the goods/render the services and in accordance with the provision of RA No. 9184 and its 2016 Revised IRR. 1.4.3 The BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who shall examine and evaluate the submitted documents (best and final offer and post-qualification documents), and determine their compliance to the minimum technical specifications, scope of work or terms of			
reference set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.			
1.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall	None	Within Fifteen (15) calendar days	Division Chief Procurement Management Division



prepare the BAC Resolution recommending to the Head of the Procuring Entity (HoPE) the adoption of the Negotiated Procurement —Two Failed Bidding and the award of contract in favor of the supplier, contractor with Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting		
1.5.1 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the HoPE. 1.5.2 The BAC Secretariat shall route the BAC Resolution among		



	e BAC Members for eir signature.		
Re roi sig	5.3 The BAC esolution and NOA are uted to the HoPE for gnature and/or oproval.		
sh red dis ba rea jus ex	the event the HoPE hall disapprove the commendation, such sapproval shall be ased only on valid, asonable, and stifiable grounds to be expressed in writing, ddressed to the BAC.		
de Er de	5.4 The BAC shall eliberate and inform the nd-user on the ecision/disapproval of e HoPE.		
du BA Of the	5.5 Upon receipt of the ally signed NOA, the AC Sec Procurement fficer shall serve it to e awarded supplier, ontractor or consultant.		
Pr en BA Tru co do ac for	5.6 The BAC Sec rocurement Officer shall adorse the approved AC Resolution Certified rue Copy (CTC) with omplete supporting ocuments and the ecomplished Checklist or AMPs to BAC ceiving officer for the		
	odating of PMT and		



	afterwards endorse to PMD-CMS for preparation of the Contract.			
2. Prepare the ORS and have the PO signed by the HoPE	2.1 Upon receipt of the complete documents from the BAC Secretariat, the CMS receiving officer shall update the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract. 2.1.1 The CMS Procurement Officer shall prepare the draft Contract between the Department and the Supplier, Contractor or Consultant and endorse the same with outgoing clerk for onward endorsement to the LS for review. 2.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the Contract in accordance to the comments of LS, prepare the FMS-AD COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the	None	Six (6) Calendar Days (exclusive of End-user and FMS process)	Division Chief Procurement Management Division



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



TOTAL:	None	56 Calendar Days (exclusive of End-user and FMS process)	
2.3 The BAC, through its Secretariat, shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.	None	Within Ten (10) days	Division Chief Procurement Management Division
days from the date of approval of the contract. 2.2.2 The CMS Procurement Officer shall furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.			



15. Provision of Technical Assistance on Property and Supply Management

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

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



Fridays except holidays				
	1.2. The property personnel shall identify if immediate request for TA If yes:	None	5 Minutes	Division Chief Property Supply and Asset Management Division
	Conduct TA to the requesting client			
	If no: Forward to Head of Property Office for assigning of task			
	1.3. The Head of the Property Office shall review the request.	None	5 Minutes	Head Property Office
	1.4. Check the availability of Technical Staff on the requested date of TA.	None	10 Minutes	Head Property Office
	1.5. If If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum	None	1 Day	Division Chief Property Supply and Asset Management Division
	1.6. If available for scheduled TA Request, advise the Technical Staff	None	1 Day	Division Chief Property Supply and Asset Management Division



	to prepare a Memorandum confirming the date of TA			
	1.7. Prepare Special Order (SO), (If Field Office) for the period of TA. Maghanda ng Special Order (SO), (Kung ang TA ay sa Field Office) para sa panahon isinasagawa ang TA	None	4 Day	Division Chief Property Supply and Asset Management Division
	1.8. Conduct TA for immediate request and/or scheduled TA request	None	Immediate - 1 Day	Division Chief Property Supply and Asset Management Division
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	2.1. Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	Division Chief Property Supply and Asset Management Division
	2.2. Prepare TA Feedback Report for review and signature of the Head of Property Office For CSMF – will be reported on the	None	10 Days from returned to Official Station CSMF report will be submitted to CART every 10 th of the	Division Chief Property Supply and Asset Management Division
	succeeding month after the conduct of		succeeding month	



TA, this will be included in the Client Satisfact Measurement Survey Report (CSMR) submit to DSWD Cent Office (CO)/Fic Office (FO) Committee on Red Tape (CAI focal every 10th the succeeding month	itted tral eld Anti RT)		
TOTAL	None	For immediate TA - 13 Days and 35 Minutes For Schedules TA - 20 Days and 35 Minutes	

16. Re-issuance of Equipment and Semi-Expendable Supplies

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

Office/Division:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees



	CHECKLIST OF RE	QUIREMENTS		WHERE TO SECURE			
1	 One (1) Original co memorandum requ issuance of propert 	From concerned OBSUs and personnel, interoffice memorandum format					
2	. Two (2) Original co and Equipment Tra	•	From PREMIS online through the Designated Property Officer of concerned Office				
3	. Two (2) Original co Accountability Reco Custodian Slip		From PREMIS online through the Designated Property Officer of concerned Office				
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability and volume of items)	Division Chief Property Supply and Asset Management Division		



2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Inform requesting Office on the availability/non-availability of items 2.1.1 Request approval of FETS for confirmation of transfer 2.1.2 AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	Division Chief Property Supply and Asset Management Division
3. Recording of re-Issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	Division Chief Property Supply and Asset Management Division



3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	Division Chief Property Supply and Asset Management Division
3.3 Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on the volume of items)	Division Chief Property Supply and Asset Management Division
3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	Division Chief Property Supply and Asset Management Division
3.5 Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	Division Chief Property Supply and Asset Management Division
TOTAL:	None	6 Hours, 35 Minutes	



resources

17. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used 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:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
	DSWD Field Office – Property and Supply Section (PSS)		
Classification:	Simple Transaction		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Offices		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
CHECKLIST OF REQUIREMENTS Three (3) copies of duly accomplished RIS of concerned Offices	WHERE TO SECURE 1. RIS template issued to respective Offices with prescribed format;		
1. Three (3) copies of duly accomplished	1. RIS template issued to respective Offices with		



			ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format		
4.	One (1) Photocopy of required	project proposal, if	4. Focal pe	rson of proponent	Office
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)	1.1 Property Officer shall receive and validate the accuracy and completeness of all attached documents. 1.1.1 Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and attachments as follows: a. Photocopy of approved PPMP b. Inventory of Supplies on-hand duly noted by the requesting Office's Head;	None	20 Minutes (per submitted RIS)	Division Chief Property Supply and Asset Management Division



c. Technical Report from concerned Offices, if necessary;		
d. Pre-repair inspection, if necessary		
1.1.2 Property/Supply Staff shall return the RIS should the following be encountered:		
a. Incomplete documents		
b. Issuance will result in surplus of inventory of the requesting office.		
c. Item requested is not the intended item for replacement		
d. The specification of the item requested is not the same as provided in the Technical Report.		



1.2 Property Officer shall check completeness of document If no, request for the lacking document(s); If yes, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.	None	30 Minutes (per submitted RIS)	Division Chief Property Supply and Asset Management Division
1.3 Supply Officer shall check availability of Supplies 1.3.1 Assess the availability of the requested supplies. Fill-out the RIS Form. Put "√" for available items and/or "X" for items that are not available. If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase	None	80 Minutes (per submitted RIS and actual availability verification)	Division Chief Property Supply and Asset Management Division



Request (PR) to procure those marked as unavailable items. If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s. 1.3.2 Indicate the quantity issued in the "issued-quantity" column and any remarks in the "issued-remarks" column. 1.4 Prepare the items to be issued	None	4 Hours (Average	Division Chief Property Supply and Asset
by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the "Issued by" portion. 1.4.1 Goods to be issued must be recorded in the Stock and Bin Card and existing database. 1.4.2 The property staff shall issue the available		working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)	Management Division



requested items to the end user. 1.4.3 The End-User shall validate the quantity and specification of received items. If accurate/in order, sign the "received by" portion of RIS. 1.4.4 The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.			
1.5 The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	Division Chief Property Supply and Asset Management Division
1.6 After completion of the issuance of expendable/consu mable supplies, the concerned property personnel shall prepare monthly RSMI to	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	Division Chief Property Supply and Asset Management Division



be submitted to the Accounting Division/Section			
TOTAL:	None	7 Hours, 25 Minutes	
		(Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total	
		quantity of items)	

18. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

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

Office/Division:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees



CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
 1. 1 Copy of Purcha 2. 1 Copy of Contract 3. 1 Copy of Sales In Receipt (SI/DR) 4. 1 Copy of Notice 5. 1 Copy of Inspect Report (IAR) 6. 1 Copy of Propert (PTR) (If applicable) 	ct (if applicable) nvoice / Delivery to Proceed ion and Acceptance y Transfer Report	Procurement Management Service -Contract Monitoring Division Concerned Offices, Bureaus, Services Units (OBSUs)		Division
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays: For Purchased Property a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Insp ection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred	None	5 Minutes	Division Chief Property Supply and Asset Management Division



property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO d. Copy of Purchase Contract e. Approved Distribution List		
For Donated Properties a. Deed of Donation b. Approved Distribution List		
For properties attached to subscription a. Copy of Contract b. Approved Distribution List		
For fabricated and constructed buildings a. Liquidation Report for fabricated properties; and b. Approved Distribution List		
Note: Prior to recording, ensure the following:		



 a. that the items are properly inspected prior to transmittal of documents b. Documents are endorsed with routing slip 			
1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	Division Chief Property Supply and Asset Management Division
1.3. If no, request for the lacking document/s If yes, proceed to the next step	None	5 Minutes	Division Chief Property Supply and Asset Management Division
1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	Division Chief Property Supply and Asset Management Division
1.5. The property officer shall determine property acquisition cost and record the	None	10 Minutes	Division Chief Property Supply and Asset Management Division



property details, identified end user and other information in PREMIS Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification.			
1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	Division Chief Property Supply and Asset Management Division
1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with	None	15 Minutes	Division Chief Property Supply and Asset Management Division



attached routing slip and CSMF to the identified end user			
1.8. issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit	None	1 Day	Division Chief Property Supply and Asset Management Division
1.9. Scan barcode PAR/ICS to update the following information of the property in PREMIS:	None	10 Minutes	Division Chief Property Supply and Asset Management Division
Date the PAR/ICS was returned with signature of the End-User			
2. Date of approval of PAR/ICS			
1.10. The copy of PAR/ICS and undertaking (if with secondary	None	5 Minutes	Division Chief Property Supply and Asset Management Division



accountable person) shall be filed for reference			
TOTAL:	None	1 Day, 1 HOUR, 5 Minutes	

19. Request for Air Transport Service

To provide a systematic procedure for the requests of reservation/booking of air transport service through a 24/7 online portal system provided by the airline service provider.

Office or Division:	Administrative Servi	Administrative Service (AS) – General Services Division (GSD)			
Classification:	Simple				
Type of Transaction:	G2G - Government	to Governme	ent		
Who may avail:	All DSWD Officials a	and Employe	es		
CHECKLIST OF REQU	IREMENTS	V	VHERE TO SEC	URE	
1. One (1) copy of the duly Transport Order (ATO)	One (1) copy of the duly approved Air Transport Order (ATO)		GSS or DSWD F	Pagauraa Sita	
One (1) copy of the Appr Reservation Request Fo	<u> </u>	AS-GSDI	G33 01 D3VVD 1	Resource Site	
3. One (1) photocopy of Au4. Justification (if applicable			Requesting Off	ice	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
BOOKING PROCESS 1. Submit one (1) copy of the approved Air Transport Order (ATO) to GSD/GSS together with the approved ATRR and Travel Authority.	1.1 Receive the ATO with the attached documents and endorse it to the GSD/GSS System Administrator.	None	2 minutes	Division Chief General Services Division	
	1.2 Review as to completeness of details and required documents.	None	10 minutes	Division Chief General Services Division	



1.3 If found in order, the System Administrator affixes his/her signature to verify the ATO. 1.3.1 If not, return the ATO to the concerned OBS to comply with the required details/documents.	None	5 minutes	Division Chief General Services Division
1.4 Provide the ATRO with access to the corporate account through the service provider's 24/7 online portal system. 1.4.1 Return the verified ATO to the concerned OBS to proceed with the booking process through the online portal system.	None	5 minutes	Division Chief General Services Division



2.1 Book the requested flight based on the details provided in the ATO.	2.1 Monitor the flight booking/reservatio n through the online portal system.	None	30 minutes	Division Chief General Services Division
	2.1.1 Provide the passenger/s with the Electronic Ticket Transaction Receipt (e-ticket).			
	2.1.2 Inform the passenger/s of the airline policies relating to their service availment.			
IF WITH FLIGHT CHANGES 3. The passenger or their representative shall inform the Air Transport Reservation Officer (ATRO) at least four (4) hours before the flight regarding the flight rebooking or cancellation and request for system access to facilitate the rebooking of the flight.	3.1 Provide system access to the corporate account through the service provider's 24/7 online portal system. 3.1.1 The ATRO shall inform the General Services Division/General Services Division/General Services Section (GSD/GSS) System Administrator about the rebooking/cancell ation and request for system access to facilitate the rebooking through	None	30 minutes	Division Chief General Services Division



	(I)			
	the online portal			
	system.			
	3.1.2 To cancel			
	the booked flight,			
	the ATRO shall			
	contact the			
	service provider's			
	hotline number to			
	request the			
	cancellation.			
4.1 Monitor the flight	4.1 The ATRO	None	1 hour	Division Chief
4.1 Monitor the flight		None	i iloui	General
rebooking through the online	shall facilitate the			Services
portal system and coordinate	rebooking through			Division
with the ATRO through	the portal system			DIVISION
email/hangouts for flight	or contact the			
cancellation.	hotline number for			
	cancellation of the			
	flight.			
	4.1.1 The ATRO			
	shall issue the			
	rebooked flight			
	ticket to the			
	requesting			
	passenger.			
	For the refund of			
	airfare of the			
	canceled flight,			
	the ATRO shall			
	contact the			
	service provider			
	through email to			
	request the			
	issuance of the			
	refund record			
	required for the			
	payment process.			
5. Secure a copy of the	5. The ATRO shall	None	10 minutes	Division Chief
justification for the	update the			General
rebooked/canceled flights and	GSD/GSS System			Services
other required documents.	Administrator			Division



regarding the flight changes/cancellati ons made including the charges incurred. 6.1 Secure the accomplished CSMF.	None	5 minutes	Division Chief General Services
TOTAL:	None	2 hours and	Division
	changes/cancellations made including the charges incurred. 6.1 Secure the accomplished CSMF.	changes/cancellati ons made including the charges incurred. 6.1 Secure the accomplished CSMF.	changes/cancellati ons made including the charges incurred. 6.1 Secure the accomplished CSMF. 2 hours and

20. Request for Dormitory Accommodation

DSWD provides temporary accommodation in the Central Office through its dormitories for all DSWD Officials and Employees from the Central Office and Field Offices.

Office or Division:	Administrative Servi	<u>ice (AS) – Ge</u>	Administrative Service (AS) – General Services Division (GSD)				
Classification:	Simple						
Type of Transaction:	G2G – Government to Government						
Who may avail:	All DSWD Officials and Employees						
CHECKLIST OF REQU	JIREMENTS	V	VHERE TO SEC	URE			
1. Submit one (1) copy of the d	uly accomplished						
Request for Dormitory Accomm	nodation Form	AS-GS	D or DSWD Res	source Site			
UPON CHECK-IN							
2. Billet Form (1 original copy)			AS-GSD				
PRIOR CHECK-OUT 3. Order of Payment (1 original copy) 4. Official Receipt (1 photocopy) 5. Clearance Form (1 original copy)		FMS – Accounting Division FMS – Cash Division AS-GSD					
, , , , , , ,	opy)		AS-GSD				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E			



	21.6.11			
	email to the			
	Requesting Party.	Nana	40	Division Chief
	1.2 Confirm the	None	10 minutes	Division Chief General
	availability/non-av			Services
	ailability of the			Division
	Dormitory to the			DIVISION
	Requesting Party			
	and provide			
	recommendation			
	for			
	approval/disappro			
	val to the Chief of			
	General Services			
	Division.			
	1.3 Affix his/her	None	5 minutes	Chief/
	signature and			Officer-in-
	endorse the			Charge
	request to the			General
	Director IV of			Services
	Administrative			Division
	Service for			
	approval/			
	disapproval.			
	1.4 Sign the	None	5 minutes	Director
	request form and			Administrative
	return the			Service
	approved/			
	disapproved			
	request to the			
	GSD			
2. Secure a billet form to the	2.1 Provision of	None	3 minutes	Division Chief
AS-GSD	Service	110110	5 mmates	General
7.6 332	0011100			Services
	2.2 Issue a billet			Division
	form signed by the			
	Dormitory			
	Manager and			
	Chief/OIC of GSD			
3. Present the Billet Form and	3. Issue an Order	None	15 minutes	Division Chief
		INUITE	15 minutes	General
request an Order of Payment	of Payment and attach the Billet			Services
to the FMS – Accounting				Division
Division	Form presented			DIVISION



4. Pay the required fees at the Financial Management Service – Cash Division *Make sure to secure Official Receipt that will be issued upon payment	4. Accept the payment based on the Order of Payment 4.1 Issue the Official Receipt (OR)	300.00 – DSWD Official/ Employee s 500.00 – Non-DSW D Governme nt	15 minutes	Division Chief General Services Division
5. Return to the AS-GSD for the processing and release of Clearance or Certification	5. Secure the copy of the OR and issue a clearance/ certificate to the Client	Personnel None	15 minutes	Division Chief General Services Division
6. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	6. Secure the accomplished CSMF	None	2 minutes	Division Chief General Services Division
	TOTAL:	None	1 Hour and 13 Minutes	

21. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

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

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



Who may avail:	All Bureaus, Offices, Sections and/or Units of the Department				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Generated request u e-Ticketing System (GS)		https://gsets.dswd.gov.ph/users/login			
Accomplished manual request form (Request for Technical Assistance); or		BGMD off Site	ice or through D	SWD Resource	
3. Email			swd.gov.ph for ap	dswd.gov.ph and pproval and	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1.Submit Technical Assistance (TA) request through: a. Electronic System (GSeTS) b. Manual request form c. Email	1.1. Upon receiving, the requests shall be properly reviewed, checked, and coordinated with HRMDS. 1.1.1 Forward the approved request to the assigned personnel for appropriate action.	None	10 minutes	Chief / Officer-in- Charge BGMD, BGM Section (FO)	
	1.2. Verify the availability of the disinfection team and pending schedule, if any. 1.2.1 The assigned personnel have the right to reject the requested date/time of the requesting office. Hence, the assigned personnel shall inform the requesting office the next available day/time of sanitation and disinfection.	None	20 minutes	Chief / Officer-in- Charge BGMD, BGM Section (FO)	



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



	TOTAL:	None	3 hours and 50 minutes	
Satisfaction Measurement Form (CSMF).	TA/email request to the administrative staff for proper recording and filing.			BGMD, BGM Section (FO)

22. Request for Technical Assistance Relative to Building and Grounds Management

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

The technical assistance can be categorized into:

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

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

460



Who may avail:		All Bureaus, Offices, Sections and/or Units of the Department			
CHECKLIST OF	REQUIREMENTS		WHERE TO SECURE		
Generated request using General Services e-Ticketing System (GSeTS); or		https://gse	ets.dswd.gov.ph	n/users/login	
2. Accomplished manual request form (Request for Technical Assistance); or		BGMD off Site	ice or through	DSWD Resource	
3. Email			l@dswd.gov.ph	nin@dswd.gov.ph for approval and	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1. The concerned office shall submit their request through:	1.1.Upon receiving, the request/s shall be properly reviewed, checked and corrected if applicable.	None	1 hour	Chief / Officer-in- Charge BGMD, BGM Section (FO)	
a. Electronic System (GSeTS)	1.1.1 Determine and				
b. Manual request form	identify the scope of the request/s.				
Ensure that all needed information is provided.					
 Ensure that any request related to repair/replacement is properly coordinated with the DSWD Inspection Committee and secure Pre-repair Inspection. 					
	1.2. Upon reviewing, secure duplicate copy and	None	1 day	Chief / Officer-in- Charge	



forward the request to the assigned staff.			BGMD, BGM Section (FO)
1.2.1. The assigned technical staff/skilled personnel may conduct ocular inspection, if necessary.			
1.2.2. If upon inspection and/or further analysis, the work required has other areas of concern, assigned to another skilled personnel who are authorized to do the job.			
1.2.3. If it can be resolved within the assigned skilled personnel level, perform/implement the actual work needed.			
1.2.4. If the request requires assistance beyond the capability of the available skilled personnel, the assigned technical staff shall immediately inform the requesting office for the out-sourcing of services.			
1.3. All requests that require fabrication, installation, plans/layout,technical specification and material procurement the assigned technical staff shall prepare all necessary documents like: A. Plans/ Layout	None	7 days	Chief / Officer-in- Charge BGMD, BGM Section (FO)



	B. Program of Works C.Technical Specification D. Bill of Quantities E. Terms of Reference (TOR) F. Project Proposal			
	1.4. All applicable documents shall be endorsed to the requesting office for confirmation and approval.	None	3 days	Chief / Officer-in- Charge BGMD, BGM Section (FO) Head of requesting Office
	1.4.1 Revisions or adjustments may be requested by the requesting office.			
2. Review and approve the submitted technical document/s, if applicable.	2.1. Assigned technical staff shall review and revise the documents until approved by the requesting office.	None	3 days	Chief / Officer-in- Charge BGMD, BGM Section (FO) Head of requesting Office
	2.1.1 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.			
3. The requesting office's Procurement Officer shall prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) and facilitate the	3.1. Assigned technical staff shall wait until the delivery schedule of materials and/or mobilization of service provider.	None	Varies (Depending on the procuremen t process)	Administrative Officer, Admin Unit Section Head
rest of the procurement process, if applicable.	3.1.1 Conduct Pre-construction Conference, if necessary.			Object (Offi
Notify the BGMD office once all resources needed are	4.1. All assigned technical staff and/or service provider/contractor shall	None	30 days	Chief / Officer-in- Charge



available to begin with the implementation, if applicable.	strictly follow the health and safety measures of the Department.			BGMD, BGM Section (FO)
	If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours.			
	If the nature of the work may affect the usual work operations, execution shall be performed after office hours or during weekends			
	4.1.1 The Service Provider shall submit and secure necessary permit, including but not limited to:			
	A. Request for Entry to DSWD Premises B. Request to Stay C. Request for Overtime			
	4.1.2 Monitor the implementation and document the progress of work.			
	4.1.3 Coordinate with the requesting office for proper turnover and acceptance of work.			
5. Participate in the Post-repair Inspection and/or Joint Inspection	5.1. Facilitate the possible correction/adjustment until approved, if necessary.	None	7 days	Chief / Officer-in- Charge



for the acceptance and turnover of work, if applicable.				BGMD, BGM Section (FO)
	5.2. The assigned Technical Staff shall prepare the Certificate of Completion or Certificate of Acceptance, for approval if necessary.	None	1 day	Chief / Officer-in- Charge BGMD, BGM Section (FO)
6. Once completed and accepted, accomplish the Customer Satisfaction Measurement Form (CSMF).	6.1. Forward the accomplished CSMF with the attached TA request copy to the administrative staff for proper recording and filing.	None	1 hour	Section Head Admin Unit Section
	TOTAL:	None	60 Days (Excluding Procuremen t of Resources)	

23. Request for the Use of DSWD Conference Rooms

The use of conference rooms is provided for all DSWD Officials and Employees as a venue for meetings, events and other official activities at the Central Office.

Office or Division:	Administrative Service (AS) – General Services Division (GSD)			
Classification:	Simple	Simple		
Type of Transaction:	G2G – Government to Gov	/ernment		
Who may avail:	All DSWD Officials and Em	nployees		
CHECKLIST OF	REQUIREMENTS	V	VHERE TO SEC	URE
1. Submit one (1) copy of Request for Use of Conf	of the duly accomplished ference Room Form	AS-GSD or DSWD Resource Site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
CLIENT STEPS		BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL



Request Conference Room Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	submitted request form and/or send an acknowledgement email to the Requesting Party.			General Services Division
	1.2 Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	Chief / Officer-in- charge General Services Division
	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/ disapproval.	None	5 minutes	Chief / Officer-in- charge General Services Division
	1.4 Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Director Administrative Service
	1.5 Transmit the approved or disapproved request to the Client through email	None	5 minutes	Dormitory Manager I or II, General Services Division
2. Wait for the email if the request is approved or disapproved. If approved, acknowledge and/or confirm receipt of email If disapproved, request a certification	Inform the client of the request through email. If disapproved, issue a certificate of non-availability of conference room.	None	5 minutes	Chief / Officer-in- charge General Services Division



of non-availability of conference room				
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	Dormitory Manager I or II General Services Division
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	Chief / Officer-in- charge General Services Division

B. Request for Use of DSWD Conference Rooms Through General Services E-Ticketing System (GSETS)				
1. Submit a request for the Use of DSWD Conference Room through the GSETS three (3) days prior the activity	1.1 Receive the request submitted through the GSETS	None	3 minutes	Chief / Officer-in- charge General Services Division
	1.2 Confirm the availability/non-av ailability of the Conference Room to the Requester through GSETS	None	5 minutes	Chief / Officer-in- charge General Services Division
	1.3 Transmit the approved or disapproved request to the Client through email	None	5 minutes	Chief / Officer-in- charge General Services Division
2. Wait for the email if the request is approved or disapproved.If approved, acknowledge and/or confirm receipt of email	2. Inform the client of the request through email. If disapproved, issue a certificate of non-availability	None	5 minutes	Chief / Officer-in- charge General Services Division



If disapproved, request a certification of non-availability of conference room 3. Before the actual event, check the arrangement set up	of conference room. 3. Before the actual event, check that all event requirements are arranged as requested	None	10 minutes	Chief / Officer-in- charge General Services Division
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	3.1 Provision of Service 4. Secure the accomplished CSMF	None	2 minutes	Chief / Officer-in- charge General Services Division
	TOTAL	None	For request through manual forms - 45 minutes	
	TOTAL	None	For request through GSETS - 30 minutes	

24. Request for Use and Monitoring of Vehicle

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

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

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



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

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



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



4. Receives the confirmation of travel details from the GSD/GSS personnel.	4.1 If vehicle is available, the technical staff or personnel in charge identifies the appropriate vehicle to accommodate the request through number of passengers and destination;	None	2 minutes	Division Chief General Services Division
	4.1.1 The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;		15 minutes	
	4.2 The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	GSD/GSS technical staff or personnel in charge
	4.3 The GSD Chief / GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Central Office Administrative Service Director / FO Administrative Division Chief		2 minutes	Division Chief General Services Division or Director Administrative Service or Division Chief Administrative Division
	4.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with		10 minutes	Division Chief General Services Division



	requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.			
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	Division Chief General Services Division
6. End of travel and/or back to work station Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.	6.1 Driver must travel back to the workstation or park the vehicle at the designated DSWD garage. 6.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s. 6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook. Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central		20 minutes	Division Chief General Services Division



TOTAL:	None	1 Hour and 55 Minutes	
6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.			

25. Surrender / Turnover of Property and Cancellation of Property Accountability

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

Office/Division:	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees



	CHECKLIST OF RE	QUIREMENTS			WHERE TO SECU	RE
 2. 	Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) For unserviceable property:		1.	Property a	ared by the Offices nd Supply Custodia lecords and Equipn System (PREMIS) v	an through the nent Monitoring
	·		2.	•	riceable property:	
	1 photocopy of Technical Assistance Report			From conc – ICTMS/R Equipment	erned DSWD OBS RICTMU; Motor Veh r, Furniture and Fixt r, Maintenance Equi	nicle, Office cures –
3.	Inspection Report Actual Property for to		General Accounting Manual Volume II Appendix 62 with prescribed format 3. To be made available by the accountable person			format
	CLIENT STEPS	AGENCY ACTION	V	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ar pr	End- User will oply for clearance for operty occountability	1.1 The Property Personnel will verif and evaluate the following: Duly Accomplishe and signed FETS; RRPS (if applicable) Pre-Inspection	ed	None	90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)	Division Chief Property Supply and Asset Management Division



	TA(if required\			
	replacement			
2. Property Accountability Cancellation	2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	Division Chief Property Supply and Asset Management Division



	"Received By" portion in the FETS. The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided. 2.1.1 Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and, 2.1.2 Generate and print the barcode sticker, then attach to each surrendered property item/s			
3. Updating of Records	3.1 The property staff shall sign the generated PAR/ICS under the "Received by" portion 3.1.1 Forward to the Property Division/Section Chief for signature on the "Approved by" portion. 3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS	None	55 Minutes (Signing may take longer hours depending on volume of items)	Division Chief Property Supply and Asset Management Division



to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user 3.1.3 Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.			
TOTAL	None	4 Hours, 45 Minutes (Total time for continuous and non-continuous and may take longer time depending on volume, technicality, documents and available resources)	

26. Transfer of Property Accountability

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



CLIENT STEPS	AGENCY ACT	FEES PROCESSIN PERSON			
Transisi Siip (i E10)		Property Records and Equipment Monitoring Inventory System (PREMIS;			
Transfer Slip (FETS)					
accomplished Furniture ar	•				PSC) through the
One (1) original copy	of the duly	To be p	prepared by	the client Office'	s Designated
CHECKLIST OF REQUI	REMENTS		WH	IERE TO SECU	RE
_	Officia	als and l	Employees		. ,
Who may avail:	Depa	Department of Social Welfare and Development (DSWD)			pment (DSWD)
Type of Transaction:	G2G	G2G – Government to Government			
Classification:	Simp	le			
	DSW	D Field	Office – Pro	perty and Supply	Section (PSS)
	Supp	Supply and Asset Management Division (AS-PSAMD)			
Office/Division:		DSWD Central Office Administrative Service – Property			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	Division Chief Property Supply and Asset Management Division
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	Division Chief Property Supply and Asset Management Division
	1.3. Check completeness of documents. If incomplete, FETS shall be returned to the requester for completion.	None	30 Minutes	Division Chief Property Supply and Asset Management Division



Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module 1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary	Division Chief Property Supply and Asset Management Division
personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary	
accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties. Generate and print barcode sticker with	Division Chief Property Supply and Asset Management Division



		number of follows:	copies as			
		Computer Desktop	4			
		Split Type Air	2			
		condition unit				
		Partition	Depends on the number of partition per property number			
		Blinds	Depends on the number of blinds per property number			
		Other property	1			
		Generated with/withou undertaking barcode sting be forward requesting signature.	it g and ickers shall ed to the			
2.	The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property	2.1 Provide of PTR/ITR undertaking secondary accountabl the end use reference	R and g (if with e person) to	None	4 Hours, 15 Minutes	Division Chief Property Supply and Asset Management Division



	TOTAL	None	6 Hours, 20 Minutes	
	b. Date of approval of PTR/ITR			
	a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with signature of the end user			
	2.2. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:	None	15 Minutes	Division Chief Property Supply and Asset Management Division
The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office				
personnel/Designate d Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.				



DIGITAL MEDIA SERVICE (DMS)



1. Provision of Technical Assistance on Branding Designs

The service aims to provide technical assistance to all Office/Bureau/Service/Units (OBSUs) and Field Offices (FOs) on the consistent application of the DSWD branding in all visual elements in all agency collaterals, communication and marketing materials.

Office or Division:	Social Media Division				
Classification:	Simple				
Type of Transaction:	G2G (Internal)				
Who may avail:	DSWD Offices, Bureaus, Services, and Units (OBSUs) and Field Office (FOs)				
CHECKLIST OF	REQUIREMENTS	,	WHERE TO SEC	CURE	
Draft IEC materia	al layout and memo	SMS Ticketing System: https://sms-ta.dswd.gov.ph/			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Send the request for TA using the DMS Ticketing System link	(AS) shall receive and	None	5 minutes	Director Digital Media Service (DMS)	
	1.2 SMD Division Chief (DC) or Officer-in-Charge (OIC) shall review the request and supporting requirements, and assign a technical staff to check the IEC materials in accordance with the Branding and Visual Identity Guidelines.	None	10 minutes	<i>Director</i> Digital Media Service (DMS)	



1.3 SMD Technical Staff (TS) shall review and inspect the submitted documents using the Memorandum Circular No. 01, Series of 2024 - Branding and Visual Identity Guidelines 1.3.1 Shall coordinate with the requesting party regarding the TA request 1.3.2 Shall draft the response memo to the requesting party if there are comments/inputs or if their request was approved. Note: Prior coordination with the requesting party should be done and preliminary instructions/ revisions should be conveyed immediately to the requesting party to fast-track the approval of the IEC branding	None	12 hours	Director Digital Media Service (DMS)
compliance.			
1.4 SMD DC/OIC shall review the documents.	None	2 hours and 10 mins	Director Digital Media Service (DMS)
1.4.1 If there are			
comments, the branding review results shall be			
returned to the SMD			
technical staff for revisions (return to Step 1.3)			
1.4.2 If there are no further comments, the SMD			



		signature and endorse the documents to the DMS Director 1.5 Shall review the documents 1.5.1 If there are comments, the branding review results shall be returned to the SMD (return to Step 1.4)	None	55 mins	<i>Director</i> Digital Media Service (DMS)
		1.5.2 If there are no further comments, the DMS Director shall affix approval signature.			
		1.6 SMD AS shall attach the approved Branding Compliance Memo to the SMS Ticketing System	None	10 mins	Director Digital Media Service (DMS)
2. Answer the Satisfacti Measurer (CSMF)	on	1.7 SMD AS shall close the SMS Ticket and submit the Approved Branding Compliance Memo to Requesting OBSU with attached Client Satisfaction Measurement Survey Form 1.7.1 Shall file the	None	10 mins	Director Digital Media Service (DMS)
		necessary documents. TOTAL	NONE	15 working hours and 40 minutes	



HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)



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

The COE is being issued to current Officials, employees, and COS Workers in the 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 officials, employees and COS workers			
CHECKLIST OF F				ECURE
One (1) HRMDS-PAD HRMIS online system		PAD Receiving Area		
One (1) Document Reques e-mail request	t Form or formal letter or	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1. Request via HRMIS, or send request through /e-mail or accomplish the HRMDS-PAD Request Form (write contact details as, as needed) and submit to PAD together with complete supporting documents, if any.	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: HRMIS, DRF/email/	None	10 minutes	Division Chief Personnel Administration Division



0 Mait familla 1	0.4 Unan			Distata - Olate C
2. Wait for the email	2.1. Upon receipt of			Division Chief
notification regarding	request from			Personnel
the status of the	receiving clerk, the			Administration
requested COE or	responsible			Division
advice of the assigned	personnel shall			
PAD Focal Person	review and	None	2 Days, 4	
	draft/print the COE	None	hours	
	based on the		(depending	
	purpose indicated		on the	
	in the request		period of	
	following the		retrieving	
	standard template		the files)	
	Note: Use Service			
	Card/201 File or			
	Index Card for COS			
	Workers as			
	reference			5
	2.2. Authorized			
			3 hours	Division Chief
	Certifying authority	None	3 hours	Personnel
	Certifying authority shall review/	None	and 30	Personnel Administration
	Certifying authority	None	and 30 minutes	Personnel
	Certifying authority shall review/	None	and 30 minutes (dependin	Personnel Administration
	Certifying authority shall review/	None	and 30 minutes (dependin g on the	Personnel Administration
	Certifying authority shall review/	None	and 30 minutes (dependin g on the availability	Personnel Administration
	Certifying authority shall review/	None	and 30 minutes (dependin g on the availability of	Personnel Administration
	Certifying authority shall review/	None	and 30 minutes (dependin g on the availability	Personnel Administration
	Certifying authority shall review/ sign/initial the COE	None	and 30 minutes (dependin g on the availability of	Personnel Administration
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client	None	and 30 minutes (dependin g on the availability of	Personnel Administration
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client that the COE is	None	and 30 minutes (dependin g on the availability of	Personnel Administration Division
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client		and 30 minutes (dependin g on the availability of signatories)	Personnel Administration Division Division Chief
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client that the COE is ready for releasing		and 30 minutes (dependin g on the availability of signatories)	Personnel Administration Division Division Chief Personnel
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client that the COE is ready for releasing via HRMIS/email/		and 30 minutes (dependin g on the availability of signatories)	Personnel Administration Division Division Chief Personnel Administration
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client that the COE is ready for releasing via HRMIS/email/		and 30 minutes (dependin g on the availability of signatories)	Personnel Administration Division Division Chief Personnel Administration
	Certifying authority shall review/ sign/initial the COE 2.3 Inform the client that the COE is ready for releasing via HRMIS/email/		and 30 minutes (dependin g on the availability of signatories)	Personnel Administration Division Division Chief Personnel Administration



Proceed to PAD and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	
	TOTAL	None	3 Days	

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

The CLC is being issued to current Officials and employees in the Central Office (CO), which certifies their unutilized 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 CO Officials and Employees		
	LIST OF REQUIREMENTS WHERE TO SECURE		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
CHECKLIST OF REQUESTION One (1) HRMDS-PAD	UIREMENTS	WHERE TO SECURE PAD Receiving Area	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1.1 Receive the complete documents submitted and forward the request to the PAD Focal person	None	5 minutes	Division Chief Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ¹² . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.1.4. 2.1.3 If there is an encoded and	None	6 days, 5 hours and 45 minutes (May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)	Division Chief Personnel Administration Division

-

 $^{^{\}rm 12}$ Electronic Leave Administration and Recording System



reviewed ELARS, proceed to step 2.1.6.			
2.1.4 Review/ch eck the ELARS vis-à-vis the leave card.			
2.1.5 Reprint the corrected ELARS, if errors are found.			
2.1.6 Encode the needed details to the CLC, print the issuance and attach the necessary documents and forward to the certifying authority			
2.2 The Certifying Authority shall sign the CLC.	None	2 hours	Division Chief Personnel Administration Division



3. Claim the CLC.	3.1 Inform the client that the CLC is ready for releasing via email/SMS/call / chat. 3.1.1 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Division Chief Personnel Administration Division
	TOTAL	None	7 days	

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

The CLWOP/CNLWOP is being issued to current Officials and employees in the Central Office (CO), which certifies that they have/do not have 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 CO Officials and Employees		
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE		
One (1) HRMDS-PAD		PAD Receiving Area	



One (1) Request Form formal letter or	e (1) Request Form or formal letter or e-mail request			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1.1 Receive the complete documents submitted and forward the request to the PAD Focal Person	None	5 minutes	Division Chief Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ¹³ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.1.5. 2.1.4 If there is an encoded and reviewed ELARS, proceed to step 2.1.6. 2.1.5 Review/check the ELARS vis-à-vis the leave card. 2.1.6 Reprint the	None	6 days, 5 hours and 45 minutes (May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)	Division Chief Personnel Administration Division

 $^{^{\}rm 13}$ Electronic Leave Administration and Recording System

493

_



	corrected ELARS, if errors are found. 2.1.7 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents and forward the CNLWOP/CNLWOP/CNLWOP to the Certifying Authority			
	2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.	None	2 hours	Division Chief Personnel Administration Division
3. Claim the CLWOP/CNLWOP.	3.1Inform the client that the CLWOP/CNLWOP is ready for releasing via email/SMS/call/ chat. 3.1.1 Provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Division Chief Personnel Administration Division
то	TAL	None	7 days	



4. Issuance of Certificate of Performance Rating

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

Office or Division:	Human Resource Planning and Performance Management Division (HRPPMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CO Officials, Employees and COS Workers			
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE
(1) Online Request	st Form Performance Management System (PM Online Portal			t System (PMS)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the online request form.	Acknowledge receipt of the request.	None	4 Hours	Division Chief Human Resource Planning and Performance Management Division
Wait for further instructions from HRPPMD.	2.1 Check the availability of performance ratings from the database. 2.1.1 Prepare the Certificate of Performance Rating for approval, if performance	None	16 Hours	Division Chief Human Resource Planning and Performance Management Division



	ratings are available. 2.1.2 Prepare the Certificate of No Performance Rating for approval, if HRPPMD has no records of performance ratings.			
3. Receive or pick-up the certificate and accomplish the customer feedback form.	Inform the concerned personnel of the availability of the certificate.	None	4 Hours	Division Chief Human Resource Planning and Performance Management Division
4. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		Division Chief Human Resource Planning and Performance Management Division
	TOTAL	None	24 Hours	



5. Issuance of Service Record to 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.

Of	fice or Division:	Personnel Administration Division (PAD)				
Cla	assification:	Simple	Simple			
Ту	pe of	G2G – Government	to Governme	ent		
Tra	ansaction:					
W	ho may avail:	Current Central Office Officials and Employees				
	CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
On	e (1) HRMDS-PAD F	Peguest Form or	PAD Receiv	vina Λrea		
	mal letter or e-mail r	·	Client	ning Area		
	e (1) CO Clearance	•		none FILE 201 / F	PER 16	
	e (1) CO Clearance Certificate Client or if none, FILE 201 / PER 1 e (1) Authorization Letter Client			LIVIO		
		AGENCY		PROCESSING	DEDCON	
	CLIENT STEPS	ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE	
		ACTIONS	DE PAID	I IIVIE	RESPONSIBLE	
1.	Send request	1. Receive and				
	through e-mail or	acknowledge			Division Chief	
	accomplish the	request for SR	None	10 minutes	Personnel	
		· '			Administration	
	HRMDS-PAD	from the client,			Administration Division	
	Request Form	· '			Administration Division	
	Request Form (write contact	from the client, then forward to personnel				
	Request Form (write contact details, as	from the client, then forward to personnel handling SR				
	Request Form (write contact details, as needed) and	from the client, then forward to personnel handling SR requests (via:				
	Request Form (write contact details, as needed) and submit to PAD	from the client, then forward to personnel handling SR				
	Request Form (write contact details, as needed) and submit to PAD together with	from the client, then forward to personnel handling SR requests (via:				
	Request Form (write contact details, as needed) and submit to PAD together with supporting	from the client, then forward to personnel handling SR requests (via:				
	Request Form (write contact details, as needed) and submit to PAD together with	from the client, then forward to personnel handling SR requests (via:				



2. Wait for the advice of the assigned PAD Focal Person	2.1. Responsible personnel shall review and draft/print the SR based on the purpose indicated in the request following the standard template. Note: Use Service Card or 201	None	2 Days, 4 hours	Division Chief Personnel Administration Division
	File as reference in preparing the SR			
	2.2. Authorized Certifying authority shall review/ sign/initial in the SR	None	3 hours and 30 minutes	Division Chief Personnel Administration Division
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call	None	20 minutes	Division Chief Personnel Administration Division



3. Proceed to and get requested document.	PAD the	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None		
		TOTAL	None	3 Days	



INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT SERVICE (ICTMS)



1. Vulnerability Assessment (VA)

Vulnerability assessment is the process of identifying, quantifying, and prioritizing weaknesses in a system that could be exploited by an attacker before deploying or using it in a production environment.

Office or Division:	Cybersecurity Group
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annex A - Vulnerability Assessment (Va) Compliance Checklist And Requirements	ICT Support Ticketing System. <u>https://ictsupport.dswd.gov.ph;</u> Email; Request letter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
raise a ticket to the ICTSupport ticketing system	memorandum to the Cybersecurity officer.	None	1 hour	ICT Helpdesk Admin/ Moderator
	1.2 The Cybersecurity officer shall review the supporting documents: 1.2.1 If completed: Proceed 1.2.3 If not completed: The cybersecurity officer shall advise the end		15 minutes	IInformation Technology Officer II Cybersecurity Group



user to complete all requirements.			
1.3 The Cybersecurity officer shall schedule the scanning after office hours from 6 pm to 4 am to avoid network traffic interruption during business hours.		8 hours	Information Technology Officer II Cybersecurity Group
1.4 The Cybersecurity officer shall conduct the assessment, and documentation of findings		8 hours	Information Technology Officer II Cybersecurity Group
1.5 The Cybersecurity officer shall endorse the vulnerability assessment report:		2 hours	Information Technology Officer II Cybersecurity Group
If vulnerabilities are found, the Cybersecurity officer shall recommend hardening measures to the client and shall reassess the system in step 4. If no vulnerabilities are found, proceed to the next step.			
1.6 The Cybersecurity officer shall prepare and endorse the Vulnerability Assessment report to the requester for the deployment process			Information Technology Officer II Cybersecurity Group
TOTAL	None	19 Hours and 15 Minutes	



KAPIT-BISIG LABAN SA KAHIRAPAN-COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES

(KALAHI-CIDSS)



1. 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 opportunities for comments and inputs. As such, the enrollment process will include mapping out the various roles, responsibilities, and contributions that DSWD will expect from the local government units. Through the enrollment process, the local government unit's commitments for KC-NCDDP are better clarified at the early stage, and risks of the local government unit's failure to deliver said commitments can be anticipated and managed by DSWD.

Office or Division:	Central Office					
	KALAHI - CIDSS Social Development Division					
Classification:	Simple					
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	Targeted Communities of the Program					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
One (1) Letter of Intent from the Local Chief Executive to participate in KC-NCDDP One (1) Photocopy or Scanned Copy of SB implementation and SB Resolution to Engage in the Program		Municipal Local Government Unit				
Certificate of Availability of Funds		Municipal Local Government Unit				
4. One (1) Photocopy or Scanned Copy Municipal Local Government Unit Enrollment Form		Area Coordinating Team / Municipal Local Government Unit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Regional Program Management Office (RPMO) shall submit a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO)	1. National Program Management Office (NPMO) shall receive the request for concurrence from the Regional Program Management Office (RPMO) and encode it through the	None	30 Minutes	National Program Manager KALAHI CIDSS - NPMO		



	Enhance Document Tracking and Monitoring System (EDTMS)			
2. RPMO shall wait for the review, preparation, and approval of the Concurrence of LGU Engagement	2.1 The Admin Assistant II shall check the completeness of the documents submitted	None	30 Minutes	National Program Manager KALAHI CIDSS - NPMO
	If the submitted endorsement is complete, the administrative assistant shall log, print, and route the documents to the Division Chief of the Social Development Division (SDD)			
	If the submitted endorsement is incomplete, the NPMO shall provide a response through email and advise the RPMO to comply with the missing requirements prior to their request for concurrence to issue the Notice to Proceed.			
	2.2.The ONPM shall endorse the document to the assigned MaTA Leader of the cluster (PDO IV - CD) responsible for the request that shall	None	10 Minutes	National Program Manager KALAHI CIDSS - NPMO



naviana da a la como la		<u> </u>	
review the submitted			
documents for the			
drafting of the			
concurrence/			
acknowledgement.			
2.3 The assigned	None	2 Days	Project Development
MaTA leader shall			Officer IV
review the content of			Social Development
the documents			Division
ensuring all the			
documentary			
requirements for the			
Concurrence of LGU			
Engagement are			
consistent and			
correct as to			
program standards.			
If the request is			
compliant with the			
requirements, the			
PDO IV shall			
prepare and draft the			
letter of concurrence,			
affix his/her initials,			
and forward it to the			
Admin Assistant for			
routing and approval			
of the Division Head.			
If the request is			
•			
non-compliant with			
the requirements, the PDO IV shall			
prepare a response letter incorporating			
the findings of the			
review and request			
for compliance on			
the findings.			
uic iniuniya.			
2.3.1 The PDO IV			
shall affix his/her			
initials.			
แแนสเจ.			



	1	1		
	2.3.2 The Admin Assistant shall route the response letter for approval of the Division Head.			
	2.4 Route the response to the request for Concurrence to the Community Development Division Head for review.	None	15 Minutes	Division Chief Social Development Division
	2.5 For review and Initial Approval/ Disapproval of the Division Head. If approved, proceed to Step 2.6 If disapproved, return to Step 2.4	None	2 Hours	Project Development Officer V
	2.6 Encoding to EDTMS and Routing of response for review and approval of NPM	None	15 Minutes	Division Chief Social Development Division
	2.7 For review and Final Approval/ Disapproval of the National Program Manager If approved, proceed to step	None	4 Hours	National Program Manager KALAHI CIDSS - NPMO
	If disapproved, return to step 2.4			
3. The requesting RPMO shall receive the issuance of	3.1 The Administrative Assistant shall route	None	20 Minutes	Division Chief Social Development Division



Concurrence of LGU Engagement.	the signed response to KALAHI-CIDSS Records and issue the Concurrence of LGU Engagement to the RPMO.		
4. Fill-out CSMF	4.1 Request the RPMOs to fill up and accomplish the Client Satisfaction Measurement Survey Form through email.	5 mins	Division Chief Social Development Division
TOTAL		3 Days	

2. Request for Technical Approval under the KALAHI-CIDSS National Community-Driven Development Program Additional Financing (NCDDP AF)

Technical Review of the proposed sub-projects with a grant amount of 5 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

Office or Division:	Central Office - KALAHI - CIDSS NCDDP Engineering, CD, and Procurement Division				
Classification:	Complex				
Type of Transaction:	G2G – Government to	Government			
Who may avail:	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
One (1) Scanned or P		Regional Program Management Office / Area			
Endorsement Letter s	igned by the Regional	Coordinating Team			
Director (RD)					
One (1) Scanned or P	hotocopy of	Barangay Local Government Unit /			
Sub-project Proposal		BDC-TWG,Project Preparation Team (PPT)			
Technical documents:		Municipal Engineer's Office and/or Regional			
a) Design Plans;		Program Management Office / Area			
b) Technical Specification	ations;	Coordinating Team Office			
c) Program of Works	J				
d) Quantity and Cost	Estimates;				



a) Canatruction Caba	dula.			
e) Construction Schedule; f) Equipment Schedule;				
g) Manpower Schedule.				
- Scanned or Photocopy				
Safeguards Documents:			of Environment a	and Natural
a) Environmental and	d Social Screening	Resources	(DENR)	
Checklist;	d Cooled Management			
	d Social Management			
Plan (ESMP); - Scan One (1) Scanned or Ph		Area Coord	inating Team,	
Validation Report	lotocopy of Site	Area Coolu	mating ream,	
One (1) Scanned or Ph	notocopy of	Municipal E	ngineering Office	
Certification of Prevaili				
One (1) Scanned or Ph	notocopy of	Barangay L	ocal Government	Unit or
PPMP/Emergency Cor	_	Procuremer	nt Team	
	Plan - Scanned or Photocopy			
One (1) Scanned or Photocopy of Operation		Barangay Local Government Unit or Operations		
and Maintenance Plan			nance Group	DEDOON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
1. Regional Program Management Office shall submit a request for a Technical Approval to the National Program Management Office.	1. NPMO Staff shall receive the request for printing and attach checklist for directives of the NPM; For requests submitted directly to our Engineering and Procurement Division, the PDO IV	None 30 Minutes Division C Engineering Procurem Division		Division Chief Engineering and Procurement Division



2. Wait for the result of the assessment by the NPMO	2.1 The Admin Assistant II shall review the completeness of the submitted documents based on the checklist. If the submitted endorsement is complete, the documents are then logged, printed and routed to the ONPM by the assigned Admin Assistant If the submitted endorsement is incomplete, the NPMO shall provide a response through email that only a complete set of technical documents are accepted and advise the RPMO to comply with the	None	30 Minutes	Division Chief Engineering and Procurement Division
	missing requirements first prior to their request for Technical Approval.			
	2.2 The ONPM shall endorse the document to the PDO IV for Engineering and Procurement on the assigned cluster responsible for the request that shall	None	10 Minutes	Project Development Officer IV Eng'g and Procurement



review the submitted documents for the drafting of the Technical Approval			
2.3 Review as per compliance to standards, correctness, and consistency of documents, and drafting of technical approval or clarificatory memorandum.	None	4 Days	Project Development Officer IV Eng'g, CD, and Procurement
If the request is compliant, the MATA Team shall prepare the draft Technical Approval, affix his/her initials and forward it to the Admin Assistant II for routing to the NPM.			
If the request is non-compliant, the MATA Team shall prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Technical Approval, affix his/her initials,			
and forward it to the			



	Admin Assistant for			
	routing.	N.L.	00.84: 1	D: ::: 0: 1
	2.3.1 Encode to EDTMS and Routing of response for review and approval of Division Head	None	20 Minutes	Division Chief Engineering and Procurement Division
	2.4 Review for Approval / Disapproval of Request Technical Approval If the request is approved proceed to Step 2.12 If the request is disapproved, return to Step 2.9.	None	2 Hours	Project Development Officer V
	2.5 Encode to EDTMS and Routing of response for review and approval of NPM	None	15 Minutes	Division Chief Engineering and Procurement Division
	2.6.1 Review for Approval / Disapproval of Request Technical Approval If approved, proceed to Step 3.1 If disapproved, return to Step 2.5	None	30 Minutes	National Program Manager
3. Receive the Issuance of Technical Approval.	3. The Administrative Assistant shall route the signed response to KALAHI-CIDSS Records and issue	None	15 Minutes	Division Chief Engineering and Procurement Division



	the Technical Approval to the RPMO.			
4. Fill-out the CSMF	4. Request the RPMOs to fill up and accomplish the Client Satisfaction Measurement Survey Form through email.	None	5 mins	Division Chief Engineering and Procurement Division
TOTAL		None	4 Days, 4 Hours and 30 Minutes	



LEGAL SERVICE (LS)



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

This process covers online requests for CENOPAC filed by the DSWD Central Office personnel (a) who has an active HRMIS account; (b) whose employment status is updated; and who are currently employed in the DSWD ("Covered Employee").

Office or Division:	Legal Management Division (LMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to G	overnment		
Who may avail:	DSWD Central Office Personnel ¹⁴			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Request for CENC Access Account	PAC through HRMIS	Human Resource Management Information System (HRMIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSONS BE PAID TIME RESPONS		
1.The DSWD employee/requesto r submits a request for CENOPAC using the HRMIS.		None	2 minutes	Legal Assistant Legal Management Division
	1.The Legal Assistant shall process the CENOPAC request. 1.1.1 The Legal Assistant (LA) shall receive the requests for CENOPAC through Legal Case portal at	None	10 minutes	Legal Assistant ¹⁵

¹⁴ It does not apply to workers engaged under Contract of Service or Job Order[1] ("COS/JO"), and Presidential Appointees[2].

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

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

15 Designated by LS Director/ OIC and LS-LMD Chief



I I	egalcaseportal.dswd			
t r L	Assistant shall check the name of the equestor against the egal Case Portal LCP) database to determine whether or not the requestor has a pending administrative case.	None	45 minutes	Legal Assistant Legal Management Division
NO adm LA c "ISS requ ema his/h	e requestor has PENDING Ininistrative case, Clicks the UANCE" The Destor will receive an Il notification that Desire request is now By PROCESSED.			
emp PEN adm LA c "DIS butto will a rece notif disa instr	e requesting bloyee HAS a IDING binistrative case, clicks the EAPPROVED" on. The requestor automatically ive an email ication of the pproval with an uction to coordinate the Legal Service for the specific ils.			
Assi	The Legal stant shall forward printed certifications			



				
	to the LS Director for			
	signature.			
	1.3 The LS Director ¹⁶ shall review, approve and sign the certification.	None	5 hours and 5 minutes ¹⁷	Director/ Officer-in-Charge Legal Service
	1.3.1 The LS Director shall give the signed certification to LA for updating the LCP.			
	1.3.2 The Legal Assistant shall click the "APPROVE" button and forward the approved CENOPAC to the Administrative Aide (AA) for release.			
2. The DSWD employee/requestor will receive a notification that the CENOPAC is ready for pick-up. The DSWD employee/requestor or his/her duly authorized representative claims	requestor or his/her duly authorized representative. ¹⁸	None	10 minutes	Administrative Aide IV, LS ¹⁹
the approved CENOPAC to the Legal Service.	2.2 Administrative Aide shall give a copy or link of the Customer Feedback			

¹⁶ In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be

the signatory.

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

¹⁸ Unclaimed CENOPAC after 30 days from the date of approval will be archived and the requester will need to file a new request for CENOPAC.

¹⁹ Designated by LS Director/OIC and LS-LMD Chief



employee/requestor or his/her duly authorized representative shall accomplish the Customer Feedback Form.	requestor.		6 working	
	TOTAL	NONE	hours and 12 minutes	



NATIONAL HOUSEHOLD TARGETING OFFICE (NHTO)



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

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

Off	fice or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
Cla	assification:	Complex			
	pe of ansaction:	Government to Governmer Government to Citizen	nt (G2G), G	overnment to Bu	siness (G2B),
Wł		All DSWD Offices, Bureaus Field Offices, Centers, Res Units (CRCFU) at the regio	idential Car	re Facility, Sectio	ns, and
	CHECKLIST O	OF REQUIREMENTS WHERE TO SECURE			ECURE
2. 3. 4.	Agreement (NDA) One (1) original/co (indicating purpose data sets required used, and a reason the requested data No existing and variety Agreement (NDA) One (1) original/ce document indicating registered Data Proone (1) original co Non-Disclosure Agone (1) copy of Lishave access to the	ppy of letter of request e for the request, the list of and how these will be nable timeline as to when a is needed valid Non-Disclosure): ertified true copy of ag the appointed and NPC-otection Officer py of accomplished greement (NDA) et of personnel who will e Listahanan data together and data processing they	Provided by the Requesting Party		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse the letter of request with attached e-copy of data	1.1 Receive and record the request in the document	None	15 minutes	Supervising Administrative Officer (SAO)



requirements (if available) to NHTO/NHTS.	transaction/tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.			National Household Targeting Office or Regional Field Coordinator (RFC) National Household Targeting Sections
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	Director National Household Targeting Office PPD Chief National Household Targeting Sections
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	Operations Division Chief NHTO RFC NHTS
	1.4 Review the request and make recommendations if the request is for	None	3 hours	NHTO CO /Regional Data Privacy Officer



	approval or not, then endorse it to the NHTO Director/ NHTS Policy and Plans Division Chief.			
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	the requesting party, facilitate the signing of the NDA, and review all the documentary requirements	None	2 hours	Operations Division Chief NHTO RFC NHTS



reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer			
2.2 Generate the requested data. 2.3 Review result of the data generation.	None None	1 day 1 day	NHTO Database Management Section Head/ NHTS Information Technology Officer (ITO) NHTO Database Management Section NHTO Quality Management Section
2.4 Secure the data by adding password protection to the file. 2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. • Other storage devices may apply as long as it is approved by the IT Head and the storage device is	None	1 day	NHTO Quality Management Section Head & IT Division Chief NHTS ITO



provided by the requesting party. Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. Counter sign in the DRF. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	Supervising Administrative Officer (SAO) National Household Targeting Office or Regional Field Coordinator (RFC) National Household Targeting Sections



3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party. 3.1.1 Administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	
	g on the type of data being mpliance and submission	None	5 days, 1 hour and 35 minutes	

2. Data Sharing with DSWD OBSUs - Name Matching Request

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

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



	CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
•	Agreement (NDA)	I valid Non-Disclosure): ppy of letter of request	Provided by the Requesting Party		
2.	(Indicate reason for One (1) electronic format) of the namincludes the follow Complete naminate Name, Middle Birth Date (YY) Philippine Signification of	or name matching) copy (Preferably in CSV e to be matched which ing: le (Last name, First Name, Extension Name) YY-MM-DD format) tandard Geographic of (PSGC) Province,			
•	 No existing and valid Non-Disclosure Agreement (NDA): 				
 4. 	(NDA) signed by the Personal Information designated Data Proceeding Compliance Office One (1) copy of Listaccess, process, and compliance of the Proceeding Construction of the Procedure of the	st of Personnel who will			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	of request	1.1 Receive and record the request. 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	Supervising Administrative Officer (SAO) National Household Targeting Office



			Regional Field Coordinator (RFC) National Household Targeting Sections
 1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief. 	None	2 hours	Director Household Targeting Office Regional Director DSWD Field Office
1.3 Provide recommendations on the request. 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.	None	1 hour	NHTO-OD Chief / PPD Chief
1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. • Disapproved – Sign the letter of disapproval and endorse it to the client. End of process	None	1 hour	Project Development Officer National Household Targeting Office Regional Field Coordinator National Household Targeting Sections



		 Approved – Notify and provide the NDA and documentary requirements to the client 			
2.	Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the NDA submitted by the client. • Non-Compliant – Inform the client regarding the incomplete requirement via email. • Compliant – a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to Information Technology Division (ITD) for processing	None	2 hours	Project Development Officer National Household Targeting Office Regional Field Coordinator National Household Targeting Sections
		2.2 Review the compliance of the electronic copy of names with the required template/ format: Non-Compliant — Inform the client	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days	Database Management Section Head NHTO Information Technology Officer NHTS



	about the findings via email Compliant – Process the request within the set deadline depending on the volume or number of names to be matched		(50,001 – 400,000) 18 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive lin	3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB)	None	3 hours	Database Management Section Head NHTO IT Division Chief NHTO Information Technology Officer NHTS
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	Director National Household Targeting Office Regional Director National Household Targeting Sections



4	Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping 2.1.1 Release the document to the client	None	10 minutes	Supervising Administrative Officer NHTO Regional Field Coordinator NHTS
3.	Fill-out the Client Satisfaction Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines	None	10 minutes	Database Management Section Head NHTO IT Division Chief NHTO Information Technology Officer NHTS
*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.		None	For 5000 names and below: 2 days, 3 hours and 35 minutes For 5,001 -50,000 names: 4 days, 3 hours and 35 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001-1,000,0 00 names: 21 days, 3 hours and 35 minutes		



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

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

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)					
Classification:	Simple					
Type of Transaction:	Government to Governme	ernment to Government (G2G)				
Who may avail:	DSWD Offices/Bureaus/Se	ervices/Unit	ts			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE		
, , ,	copy of letter of request and data requested)	t Provided by the Requesting Party				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSONSI BE PAID TIME RESPONSI				
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	 1.1 Receive and record the request. 1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request 	None	30 minutes	Supervising Administrative Officer (SAO) National Household Targeting Office Regional Field Coordinator (RFC) National Household Targeting Sections		
	1.2 Review the request based on AO 19 s.2021.	None	2 hours	Operations Division Chief NHTO		



1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician	e		Regional Field Coordinator NHTS
1.3 Provide instruction based on the data requested. If the request is: • Not clear a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. • Clear - Forward request to the Associate	None	3 hours	Statistics Section Head NHTO Regional Field Coordinator NHTS



Statistician for data generation.			
1.4 Generate the requested data from the Listahanan database, and export into excel or any format available. 1.4.1 Draft response letter to the requesting party and attach routing slip. 1.4.2 Submit to the NHTO Statistics Section Head/NHTS RFC for review.	None	1 day	Associate Statisticians NHTO / NHTS
1.5 Review the generated statistical /raw data. In case the generated data is: Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and	None	3 hours	NHTO Statistics Section Head/ NHTS - RFC



	recommending approval.			
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	Operations Division Chief/ PPD Chief
	 1.7 Approval of the facilitated data request for release to the requesting party. If Disapproved – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision. If Approved – Sign the response letter for data release. 	None	5 hours	NHTO Director/ Regional Director
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	Statistics Section Head NHTO Regional Field Coordinator NHTS
-	Total:	None	3 days	



PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps)



1. Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity

This section describes the approval process for the Request for the Declaration of Force Majeure (FM) / State of Calamity (SOC), which is in accordance with the approved 4Ps Implementing Rules and Regulation (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: 4Ps NPMO - Compliance Verification Division (CVD)

Office or Division:	4Ps NPIMO – Compliance Verification Division (CVD)				
Classification:	Complex				
Type of Transaction:	G2G - Government to Government				
Who may avail:	DSWD Regional Offices, M	ISSD-BARMM			
CHECKLIST C	F REQUIREMENTS	w	HERE TO SI	ECURE	
Regional Director, Mi original copy) request Section 15 of Pantaw Program IRR. 2. Certification/s from as indicated in the ap Manual, attesting the affecting the implementary or some section of the section of the implementary or some section of	sting to invoke Rule VIII, rid Pamilyang Pilipino the concerned agencies proved Operations cocurrence of the event/sentation of the program or ciaries from complying	Requesting Region wh events occurred. Concerned agencies.		ere fortuitous	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE	
1. Submit official requests specifying the areas affected and program conditions requested to be waived, together	1.1 Receive an official request specifying the areas affected and program conditions requested to be waived, together with the necessary certifications	None	4 hours	<i>Director IV</i> Pantawid Pamilyang Pilipino Program	



with the necessary certifications from the concerned agencies.	from the concerned agencies. Note: If Incomplete, Return to the concerned Requesting Field Office/s for submission of justification or other needed information.			
2. The client shall provide justification, in case of errors in the submitted documents.	2.1 Verify, Validate and Ascertain all submitted documents 2.1.1. Check the figures of the affected beneficiaries/ Facilities match the data reflected in the Pantawid Pamilya Information System (PPIS). 2.1.2. Validate Certification/s provided if issued by the appropriate head of office as specified on the latest approved 4Ps Operations Manual. 2.1.3. Validate the identified Period Coverage is for the current or succeeding period/s based on the latest Approved Timeline. 2.1.4. Assess if the	None	2 days 4 hours	Director IV Pantawid Pamilyang Pilipino Program
	cause for the request			



for force majeure is covered under the identified Situations enumerated in the latest approved 4Ps Operations Manual 2.1.5.Validate if the Requested Area/s are covered by the submitted Certification.			
2.2 Endorse all the documents to the Office of the Deputy Program Manager Note: If there are errors in the information, require the requesting party to justify it otherwise return to requesting Field Office/s.			Director IV Pantawid Pamilyang Pilipino Program
2.3 Review the endorsed assessment results and recommendations 2.3.1 Affix the initial on the endorsed documents 2.3.2 Endorse all the documents to the Office of the National Program Manager Note: If there are comments, return the concerned Project Development Officer for revision.	None	2 days	Director IV Pantawid Pamilyang Pilipino Program



3. Acknowledge Receipt of Memorandum on the Status of the	3.1 Review the endorsed assessment results and recommendations.	None	2 days	<i>Director IV</i> Pantawid Pamilyang Pilipino Program
Assessment of Force Majeure.	3.1.1 Sign the submitted documents.			
Accomplishment of the Client Satisfaction	3.1.2 Endorse all the documents to the concerned approving office/s.			
Measurement Form	3.1.3 Transmit the status of the Force Majeure request to the requesting Field Offices for implementation.			
	If there are comments, return to the Deputy Program Manager for Operations for revision.			
	3.1.4 Request from the concerned client to Accomplish the prescribed Client Satisfaction Measurement Survey Form(CSMS-Form) through the provided Google link.			
	TOTAL	NONE	7 days	



SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU (SWIDB)



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

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

Office or Division: Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)	
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)
Who may avail:	All

WIIO Illay avail.				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Borrowing for Internal Clients				
1. Employee ID (1 original)	Requesting Party			
2. Registration Form (1 online form)/	Knowledge Exchange Center			
Logbook				
3. Book Card (1 per book)	Knowledge Exchange Center			
Borrowing for External Clients				
4 Valid ID (4 original)	4 Degreeting Dorty			
1. Valid ID (1 original)	1. Requesting Party			
2. Registration Form (1 online form)	2. Knowledge Exchange Center			
3. Book Card (1 per book)	3. Knowledge Exchange Center			
Renewal (for Internal Clients Only)				
1. Book Card (1 per book)	Knowledge Exchange Center			
2 Pagistration Form/ Laghack (For walk in):	2. Knowledge Exchange Center			
2. Registration Form/ Logbook (For walk-in); (1 online form)	2. Knowledge Exchange Center			
Returning for Internal Clients				
Neturning for internal offents				
1. Registration Form/ Logbook (1 online	Knowledge Exchange Center			
form)				
2. Book Card (1 per book)	2. Knowledge Exchange Center			
	3. Knowledge Exchange Center			



3. Client Satisfaction Measurement Survey Form (1 online form)

Returning for External Clients

- Book Card (1 per book)
 Client Satisfaction Measurement Survey Form (1 online form)
- 1. Knowledge Exchange Center
- 2. Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Int	ernal Clients			
Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	2.2 If available, check if it is a circulating or non-circulating book/material. If not available, inform its non-availability and/or refer to other RLRCs/libraries. END HERE.	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)



	2.3 If circulating material, inform the client it may be borrowed for "Room Use" or home reading. If not circulating material, inform for "Room Use" only and photocopy part of the material needed as a reference.	None	3 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and write the date the materials are due on the Date Due Slip and on the Book Card based on: The prescribed borrowing period of seven (7) work days (for home reading)	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge



				Management Division (SWIDB-KMD)
	3.3 If borrowed for home reading, compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.	None	2 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
Returning for Inte	ernal Clients			
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	4.2 Evaluate the book/ material to be returned. If not overdue, request the client to fill out the Book Card and return to its pocket. Update Borrowers' Matrix and Date Due Slip. If overdue, enforce the following penalty: 1st Offense: Verbal warning	None	15 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)



3rd Offense: Memo informing suspension of borrowing privileges for three (3) months. Send CSMS to the client. 5. Accomplish the Book Card and CSMS shall be collected and included in the CSM Report (CSMR). Return the book/ material to its shelf	None	2 minutes 1 Hour and	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
TOTAL	NONE	1 Hour and 17 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Ex	ternal Clients			
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
1.1 Log in to the Registration Desktop	1.2 Check the availability of the book/material.	None	20 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division



				(SWIDB-KMD)
	1.3 If available, inform for "Room Use" only and/or may photocopy part of the material needed as a reference. If not available, inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	1.5 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	3 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
2. Fill out the Book Card	2.1 Update Borrower's Matrix by entering the borrowing transaction details and date borrowed on the Book Card and Date Due Slip.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
Returning for Ex	ternal Clients			
3. Log in to the Registration Desktop	3.1 Receive the client and the returned KEC or RLRC	None	3 minutes	Training Specialist IV/Division Chief



	material Evaluate the book/ material to be returned. Send CSMS to the client.			Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
4. Accomplish the Book Card and CSMS Survey	4.1 Return the book/ material to its shelf Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	17 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	TOTAL	NONE	1 Hour and 15 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal - Via Ema	ail (For Internal Clients	Only)		
Request for renewal of the borrowed KEC or RLRC material	1.1 Acknowledge the client's request.	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	1.2 Update Book Card and Borrower's Matrix by entering the renewal transaction details and writing the date the material is due based on five (5) work days borrowing period for renewal.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)



1.3 Compose a scheduled email of book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
 TOTAL	NONE	20 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Renewal - Walk-in (Renewal - Walk-in (For Internal Clients Only)						
2. Request for renewal of the borrowed KEC or RLRC material	2.1 Request client to register.	None	3 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)			
	2.2 Request client to fill out the Book Card (Date Borrowed/ Name and OBS).	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)			
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the renewal transaction details and writing the date the material is due on the Date Due Slip and on the Book Card based on the prescribed renewal period of five (5) work days for home reading.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)			



3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
3.3 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
TOTAL	NONE	25 minutes	

2. Endorsement of Continuing Professional Development Application and Completion Report

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 uploaded to the Continuing Professional Development Accreditation System (CPDAS). After the conduct of the 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 via email through the Social Welfare Institutional Development Bureau (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	All offices in DSWD Central Office and Field Offices



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CPD Application	
1. CPD Application Form (1 electronic copy) 2. Instructional Design (1 electronic copy) 3. Evaluation Tool (1 electronic copy) 4. Program of Activities (1 electronic copy) 5. Resume of Speaker/s (1 electronic copy) 6. Current Professional ID of Speaker/s (1 electronic copy) 7. Breakdown of Expenses for the Conduct of Program (1 electronic copy) 8. Certificate of Participation (1 electronic copy) 9. Letter of Undertaking (1 electronic or scanned copy) Additional Requirements (Online Learning) 10. Declaration of Minimum Technical Requirements (1 electronic copy)	Requirements #1 - #11: CPD Portal < <u>http://tinyurl.com/SWIDBCPDPortal</u> > or SWIDB GDrive folder: < <u>https://tinyurl.com/PRC-SWIDB-CPDForms</u> >
11. Privacy Policy (1 electronic copy)	
CPD Completion Report	
1. CPD Completion Report Form (1 electronic copy) 2. CPD Attendance Sheet (1 electronic copy) 3. Actual Program of Activities with List of Resource Speakers (1 electronic copy) 4. Lecture Materials (1 electronic copy) 5. Summary of Evaluation of Speakers (1 electronic copy) 6. Summary of Evaluation of Learning of Participants (1 electronic copy) 7. Financial Report (1 electronic copy) 8. Relevant Photographs (1 electronic copy) 9. Client Satisfaction Measurement Survey (1 enline form)	Requirements #1 - #8 CPD Portal http://tinyurl.com/SWIDBCPDPortal or SWIDB GDrive folder: https://tinyurl.com/PRC-SWIDB-CPDForms >
online form)	9. Social Welfare Institutional Development Bureau



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CPD Application	7,0,10,10	5217115		
1. Submit the CPD Application requirements through CPD Portal http://tinyurl.com/SWIDBCPDPortal	1.1 Receive and track the submitted CPD application via CPD Portal	None	2 Hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	1.2. Acknowledge receipt of CPD Application by sending an email to the Proponent Office	None	1 hour	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	1.3. Review the submitted CPD application	None	4 days	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	1.4. Forward the initial review checklist to the proponent	None	3 hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
2. PO submits revised files based on SWIDB's Initial Review	2.1. After the proponent's revision, review and finalize the application If complete and compliant,	None	3 days	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	proceed to the next step.			



If not, return to the proponent until complete.			
2.2. Forward the CPD Application Requirements to the Capability Building Division or Section Chief for review and initials	None	3 hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
2.3. Review and affix initials on the Application documents. If there are concerns/comm ents from the CBD/CBS-DC, relay to the proponent (if needed). Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	Director IV Social Welfare Institutional Development
2.4 Review and sign the Application documents Note: If the CPD Focal is on leave/absent, the alternate CPD Focal will sign the CPD	None	4 Hours	Director IV Social Welfare Institutional Development



Annlingtion			
Application form.			
If there are concerns/comm ents from the DSWD CPD Focal Person that can be addressed by the proponent only, relay to the proponent.			
2.5. Merge the files and upload the final PDF application attachments to SWIDB/CBS Google Drive – CPD Folder	None	4 Hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
2.6. Upload and encode the requirements online via CPDAS	None	1 Day	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
2.7. Track the submitted application. If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days.	None	N/A	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division



	, · · · · · · · · · · · · · · · · · · ·		T	T
	FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.			
3. Submit required documents per PRC-NCR's evaluation	3.1. Receive required documents from the Proponent per PRC's evaluation and submit to PRC by uploading in CPDAS	None	2 Days	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	3.2. Update the monitoring sheet in Google Drive	None	3 Hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	3.3. Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
CPD Completion Repo	ort			
4. Submit Attendance Sheet (Excel file/GSheet) through CPD Portal http://tinyurl.com/SW IDBCPDPortal	4.1. Receive and encode the Attendance Sheet in CPDAS	None	1 day	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
5. Submit the CPD Completion requirements through	5.1. Track the Completion	None	1 Hour	Social Welfare Officer V



CPD Portal < http://tinyurl.com/SW IDBCPDPortal >	Report via CPD Portal			Social Welfare Institutional Development Bureau-Capability- Building Division
	5.2. Review the Completion documents per PRC and DSWD standards	None	1 day	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	5.3. Forward the initial review checklist to the Proponent	None	1 Hour	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
6. PO submits revised files based on SWIDB's Initial Review	6.1. After the proponent's revision, review and finalize the completion report requirements If complete and compliant, proceed to the next step If not, return to the proponent until complete.	None	1 Day	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	6.2. Forward the merged CPD Completion Requirements to the Capability Building (CBD/CBS)	None	1 Hour	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division



1	1		 1
Division Chief			
for review and			
initials			
6.3. Review	None	4 Hours	Director IV
and affix initials			Social Welfare
on the			Institutional
Completion			Development
documents			
If there are			
concerns/comm			
ents from the			
CBD-DC, relay			
them to the			
proponent (if			
needed) and			
respond.			
Forward the			
signed file to			
the DSWD CPD			
Focal Person			
6.4. Review	None	3 Hours	Director IV
and sign the	110110	o i louio	Social Welfare
Completion			Institutional
documents			Development
If there are			
concerns/comm			
ents from the			
DSWD CPD			
focal person,			
relay to the			
proponent (if			
1 ' ' '			
needed), then			
respond.	None	2 Hours	Social Welfare
6.5. Merge and	None	∠ ⊓ouis	Officer V
upload the final			Social Welfare
PDF completion			Institutional
attachments to			Development
SWIDB/CBS			Bureau-Capability-
Google Drive –			Building Division
CPD Folder	N.I	4.11	_
6.6. Upload the	None	1 Hour	Social Welfare
requirements			Officer V



	online via CPDAS			Social Welfare Institutional Development Bureau-Capability- Building Division
	6.7. Update the monitoring sheet in Google Drive	None	1 Hour	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	6.8. Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	2 Hours	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
7. Accomplish CSMS Form	7.1. Technical staff process the CSMS responses and include them in the CSM Report (CSMR).	None	N/A	Social Welfare Officer V Social Welfare Institutional Development Bureau-Capability- Building Division
	TOTAL	NONE	20 days	



3. KEC Function Room Reservation and Use

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Conference Room Reser	vation			
Inquire about the availability of the Conference Room	1.1. Receive the inquiry of the client.	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division
	1.2. Check the Calendar for the availability of rooms.	None	15 minutes	Training Specialist IV/Division Chief Social Welfare Institutional



	If available, reply confirming availability with the link of the Online Reservation Form with reminders of room guidelines. If not available, inform the client of its non-availability.			Development Bureau - Knowledge Management Division
2. Submit accomplished Online Reservation Form	2.1. If the Reservation Form is filled out, perform booking on the KEC Calendar.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division
	2.2. Send an email confirming the reservation with the details. If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the Reservation Responses Matrix. After which, inform the Client of the action taken and send a CSMS form to the client.	None	10 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division
	2.3. In case of rescheduling as requested by the client, check the Calendar for availability.	None	15 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau -



	If available, reply informing availability, perform re-booking in the KEC Calendar and confirm reservation.			Knowledge Management Division
	If not available, inform the client of its non-availability.			
Use of Conference Room	1			
3. Approach the librarian and Log in to the Registration Desktop	3.1. Upon entering the KEC, request the client to register on the Registration desktop. After use of the room, send a CSMS to the client.	None	5 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division
4. Accomplish the CSM Survey	4.1. Accomplished CSMS are collected and included in CSM Reports (CSMR).	None	15 minutes	Training Specialist IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division
	TOTAL	NONE	1 Hour and 10 minutes	ŭ



FIELD OFFICE

FRONTLINE SERVICES



AGENCY OPERATIONS SERVICE (AOS)

FRONTLINE SERVICES



1. Handling of 8888 Inquiries, Complaints, and Grievances

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

Office or Division:	Agency Operations Service- DSWD 8888 Action Center					
Classification:	Simple					
Type of Transaction:	G2C - Government to Ci G2G - Government to G					
Who may avail:	A person who has inquir of Social Welfare and De Citizens' Complaint Hotli	evelopment (I				
CHECKLIST OF F	REQUIREMENTS	WHERE TO	SECURE			
Citizens' Complaint complaints, or grie 1. One (1) Cop (PDF formal Ticket Reference the 8888 Cite Center. 2. Client Informal includes the telephone maddress (if a 3. Inquiry/Completails: This	vances: by of the Referral Letter t): This contains the rence Number issued by tizens' Complaint mation (if available): This e client's name, address, number, and email		ns' Complaint Cei			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
Client or Citizen to lodge/file their inquiries,	1.1 The Technical Staff shall receive, review, evaluate, and determine if	None	15 Minutes	Director IV DSWD 8888 Action Center		



complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.	the client's inquiry, complaint, or grievance is a DSWD concern. If yes, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs). If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal. 1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.			
2. The 8888 client/s shall receive a response/ action on the concern.	2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/ Service for appropriate action.	None	5 Minutes	Director IV DSWD 8888 Action Center and 8888 OBSU/FO/AA Focal Person OBSU/FO/AA
	2.2 The Technical Staff shall respond		71 Hours, 10 Minutes	Director IV



	to the concern of the client accordingly.			DSWD 8888 Action Center and 8888 Focal Person of the Concerned Division/Center/RCFs/ Sections/Units in FO level.
	2.3 The Technical Staff shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.		5 Minutes	Director IV DSWD 8888 Action Center and 8888 Focal Person of the Concerned Division/Center/RCFs/ Sections/Units in FO level.
	2.4 The Technical Staff shall submit the signed feedback report/memorandu m addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments ²⁰ on the ticket referred by the DSWD 8888 Action Center.		5 Minutes	Director IV DSWD 8888 Action Center and 8888 OBSU/FO/AA Focal Person
3. Receive a response or resolution to	3.1 The Technical Staff shall receive, review, and acknowledge the	None	8 Minutes	Director IV DSWD 8888 Action Center

²⁰ Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.



the client's concern.	signed an official memorandum of responses submitted by the concerned OBSU/FO/AA. If the responses are not deemed as concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for further compliance. If the responses are deemed concrete and specific ²¹ , and accompanied by complete attachments, proceed to the next			
	step. 3.2 The Technical Staff shall recommend the closure of the ticket in	None	2 minutes	Director IV DSWD 8888 Action Center
	the 8888 Citizens' Complaint Hotline Portal.			
	3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens'	None	10 Minutes	Director IV DSWD 8888 Action Center and

-

 $^{^{21}}$ It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.



Complaint Hotline Portal.			8888 OBSU/FO/AA Focal Person <i>OBSU/FO/AA</i>
3.3.1 The Technical Staff shall acknowledge the provided update.			
3.3.2 The Technical Staff shall update the 8888 unified monitoring matrix and mark the ticket as closed.			
TOTAL:	None	72 Hours or 3 Calendar Days	

2. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

To address and provide an immediate effective response to all incoming and referral letters, Public Assistance and Complaints Desk/Walk-In, DSWD Inquiry Email, and DSWD Hotline requesting assistance, inquiries, feedback, or complaints received from the general public and other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices in compliance with Republic Act No. 11032: "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as Anti-Red Tape Act of 2007".

Office or Division:	Agency Operations Service (AOS) – Client Support Section (CSS)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)		
Who may avail:	Person who has inquiries, requests for assistance, and complaints/grievances to the Department of Social Welfare and Development (DSWD) received thru the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.		



CHECKLIST OF	REQUIREMENTS	W	HERE TO SECU	RE
requests for assistance grievances; 1. Client's Informate Telephone number the complete details 2. Referral Letter Government Age	processing of inquiries, e, and complaints, or ion: (Name, Address, er, E-mail Address), and is of concern; or from the National encies (NGAs), Local its (LGUs), and other	Agency Op Support Sec	perations Servic tion (CSS)	ce – Client
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.	1.1 AOS Technical /Grievance Officer shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client 1.1.1 AOS Technical /Grievance Officer shall receive inquiries, requests, complaints/ grievances, or endorsement letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and Presidential Action Center (PACe).	None	2 Minutes	DSWD AOS Director- Director IV



T	i		į i
1.2 AOS Technical			
/Grievance Officer shall			
review and assess the			
received inquiries,			
requests, and			
complaints/ grievances			
of the client/s.			
For inquiries received through PACD/Walk-In clients, the PACD officer shall respond through the PACD.			
For inquiries received through the DSWD Inquiry Email, the AOS Technical/ Grievance Officer shall respond through the DSWD email;		3 Minutes	DSWD AOS Director- Director IV
For inquiries received through the DSWD Hotline, the AOS Technical/ Grievance Officer shall respond through phone call/hotline;			
For inquiries received through referral letters from the NGAs, LGUs and concerned office, the AOS Technical /Grievance Officer shall draft an official memorandum and			



	respond through an official letter.		
	1.3 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s and determine whether the received inquiry, requests, complaint /grievance is within the mandate of the DSWD.	2 minutes	DSWD AOS Director- Director IV
2. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.	2.1. For DSWD concerns with complete contact information, proceed to the next step. For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion. For non-DSWD concern, request for reversion. For non-DSWD concerns received through email, revert the concern to the proponent's office through email. For non-DSWD concern referral letters, revert the concern through an official letter and send it to the	3 Minutes	DSWD AOS Director- Director IV



	provided address or email address (if available).		
	For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.		
	2.1.2 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:		
	"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence"		
3. The client's submitted inquiry, request, and complaints/grievances	3.1 AOS Technical /Grievance Officer shall categorize the concern whether Simple,	None	DSWD AOS Director- Director IV



				1
will be re assessed, categorized.	eviewed, and	Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.		
		For simple queries: The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).	10 Minutes (For simple queries and complex concerns)	
		For PACD clients, the assigned PACD Officer shall respond to the client's concern accordingly.	25 Minutes (For PACD clients)	
		For requests for assistance and non-contentious grievances that require validation and are classified as "Complex", the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/service s/Units (FOs/OBSU) for		



	reference and appropriate action. For grievances and confidential complaints that are classified as "Highly Technical", AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.		60 Minutes - 24 hours (For the referral of highly technical concerns)	
4. The client's submitted inquiry, request, complaints/grievances is referred to the concerned OBSU/FO	4.1 OBSU/FO Technical Grievance officer shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy. 4.1.1 OBSU/FO Technical /Grievance Officer shall review and determine to which Division/Unit/Services the concern will be forwarded. 4.1.2. OBSU/FO Technical /Grievance	None	10 Minutes	Non-8888 and Non- CSC CCB Focal Person (OBSU/FO Technical /Grievance Officer)



	Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action. 4.1.3 OBSU/FO Technical/ Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.			
5. The client to receive a response/action on the concern.	5.1 The concerned Division/Unit shall provide appropriate action/update the client on the status of his/her concern. 5.1.2 The concerned Division/Unit shall conduct a Client Satisfaction Measurement Survey (CSMS) on the client. 5.1.3 The concerned Division/Unit shall provide and submit a feedback report.	None	a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	Non-8888 and Non-CSC CCB Focal Person of the Concerned Division/Unit in DSWD FOs/OBSU.
6. The DSWD CO-AOS is to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	6.1 The OBSU/FO Technical/ Grievance Officer shall submit to DSWD CO-AOS the copy of the signed document/feedback report/ memorandum with supporting documents including the accomplished	None	5 Minutes	Non-8888 and Non- CSC CCB Focal Person (OBSU/FO Technical /Grievance Officer)



	CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.			
7. The DSWD CO-AOS to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The AOS Technical/ Grievance Officer shall review the submitted signed official document/ memorandum/ feedback report.		5 Minutes	DSWD AOS Director- Director IV
	7.2 AOS Technical /Grievance Officer shall review the action undertaken by the concerned office. 7.2.1 For PACe referral, the AOS Technical/ Grievance Officer shall recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific.	None	10 Minutes	DSWD AOS Director- Director IV



TOTAL	NONE	1 hour and 15 Minutes	
7.4 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and complaints/grievances as responded/closed.		5 Minutes	DSWD AOS Director- Director IV
7.3 AOS Technical/ Grievance Officer shall acknowledge the receipt of the official document/ memorandum/ feedback report.		5 Minutes	DSWD AOS Director- Director IV
7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance.			



DISASTER RESPONSE MANAGEMENT BUREAU (DRMB)

FRONTLINE SERVICES



1. Processing of Relief Augmentation Request by DSWD Field Offices

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

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

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



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



	1		
Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid, proceed to Agency Action Step 1.9			
1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	Head Disaster Response and Rehabilitation Section



1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB). If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief	None	1 Hour	Head Disaster Response and Rehabilitation Section and/or Head Regional Resource Operation Section
1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.	None	1 Hour	Chief Disaster Response Management Division



1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6	None	1 Hour	Assistant Regional Director for Operations DSWD Field Office
1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	Regional Director DSWD Field Office
1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.	None	1 Hour and 30 Minutes	Chief Disaster Response Management Division
1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods			Head Disaster Response and Rehabilitation Section and/or Head Regional Resource Operation Section



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



Measurement Form (CSMF)	receipt of requested goods. 3.1.1 Report on the release of FNIs thru submission of any of the following – * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
	TOTAL	None	Por full delivery augmentation by plan agreed up and the request processing of respect to the control of the co	of the approved pased on the delivery on by both DSWD ting LGU including the



PROGRAM MANAGEMENT BUREAU (PMB)

FRONTLINE SERVICES



1. Auxiliary Social Services to Persons with Disabilities

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

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

*Documents are still subject for verification and additional documents may be required depending on the case.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	Section Head Community Based Services
	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	Section Head Community Based Services
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	Section Head Community Based Services
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	Division Chief Protective Service Division
	TOTAL	NONE	25 minutes	



2. Implementation of Government Internship Program (GIP) to Central office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

Office or Division:	Program Management Bureau - Sectoral Programs Division, Protective Services Division - Field Offices I - XII, CAR, CARAGA, NCR		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Filipino Youth (18 – 25 years of age)		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
A. Application as participants of the program			
Duly accomplished Application Form	DSWD Central Office and Field Offices		
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA) Concerned Government Agencies		
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School		
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
	I. Pre-Implementation Phase						
Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. (The announcement can be done during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)							
Application or Registration	1.1 Issuance of Applications forms 1.1.1 Issuance service sequence number 1.1.2 Encoding of the client's information in Spreadsheet)	None	10 minutes	Social Welfare Officer IV Community Based Services Section			
2. Submit the required documents to the DSWD Central Office/Field Office	2.1 Screen the required documents its authenticity	None	1 day	Social Welfare Officer IV Community Based Services Section			
3. Wait for the result of the Assessment of applications	3.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	Social Welfare Officer IV Community Based Services Section			
4. Received the notification of qualified applicants for interview	4.1 Notify the qualified applicants for the Interview	None	1 day	Social Welfare Officer IV Community Based Services Section			
5. Attend the interview at DSWD Central Office/Field Office	5.1 Conduct actual interviews with the applicants	None	2 days	Social Welfare Officer IV Community Based Services Section			

Office/Field Office

the applicants.



6. Wait for the notification on the status of your application	6.1 Final screen the applicants (All qualified applicants shall be notified of the next steps to take while the applicants who did not qualify shall still be notified about the status of their application)	None	1 day	Social Welfare Officer IV Community Based Services Section
II. Implementation				
7. Attend Orientation	7.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Social Welfare Officer IV Community Based Services Section
8. Render service in the area of assignment	8.1 Assist and monitor the youth in their area of assignment	None	30 working days	Social Welfare Officer IV Community Based Services Section
Attend Capacity Building Activities	9. 1 Conduct capacity building activities	None	1 day	Social Welfare Officer IV Community Based Services Section
10. Receive stipend	10. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Social Welfare Officer IV Community Based Services Section
		t-Implement	ation Phase	
11. Attend Program Evaluation Activity	11.Conduct program evaluation activity	None	1 day	Social Welfare Officer IV Community Based Services Section



TOTAL:	None	Pre-Implement ation Phase - 7 Days	
		Implementatio n Phase- 33 Days	
		Post-Implemen tation Phase - 1 Day	

3. Implementation of the Supplementary Feeding Program

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

Office or Division:	Protective Services Division Field Office I-XII, CARAGA, CAR, NCR, BARMM	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Local Government Units	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
	WHERE TO SECURE Local Government Unit (Office of the Mayor/ C/MSWDO)	



Duly signed Project Proposal	Local Government Unit (Office of the Mayor/ C/MSWDO)
Weight Monitoring Report (Form 3.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Beneficiaries (Form 2.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)

^{*}These documentary requirements are presented to the DSWD Field Office personnel.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I Social Preparation	n for the Implementatio	n of SFP (LC	GU to Field Offices	s)
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office SFP Focal Person / Unit Head DSWD Field Office
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office



	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office
	1.5 Keep the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.1 Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office
	2.2 Proceed with the processing of the procurement of commodities	None	20 days	DSWD Field Office SFP Focal Person/ Unit Head DSWD Field Office
	If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.			
	If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person Regional Director Finance staff DSWD Field Office



	2.3 Facilitate the processing and Distribution of available checks / ADA for the LGU.	None	20 days	DSWD Field Office Cash Section/Disbursing Officer DSWD Field Office
3.LGU to participate to the program orientation	3.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/Province	DSWD Field Office SFP Focal / Unit Head DSWD Field Office
	TOTAL	None	144 days	

Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)

RA 7160, 54a – "The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it"

II. Creation of Cy	I. Creation of Cycle Menu and Supervision of Feeding Implementation					
Assist in the Conduct of Market Research	1.1 Conduct market research of the most common and available food items in the community.	None	7days	DSWD Field Office SFP Focal / Unit Head		
2. Participate in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province In times of COVID-19 pandemic and other similar	None	1 day/per province	DSWD Field Office SFP Focal / Unit Head		



	emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets			
	two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids			DSWD Field Office SFP Focal / Unit Head
3. Finalization of the Cycle menu		None	4 hours	DSWD Field Office SFP Focal / Unit Head
				DSWD Field Office SFP fFocal / Unit Head
	3.2 Approve the cycle menu for allocation in the purchase request.		4 hours	DSWD Field Office SFP Focal / Unit Head
	3.3 Prepare the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	DSWD Field Office SFP Focal / Unit Head



4. Implement the approved cycle menu	4.1 Distribute copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	DSWD Field Office SFP Focal / Unit Head
5. Receive the delivery of food commodities and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitor the delivery of food commodities to the implementing LGU	None	3 days	
	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.		120 feeding days	DSWD Field Office SFP Focal / Unit Head
6.Submit the Accomplishment Report	6.1 The FO shall	None	7 days	DSWD Field Office SFP Focal / Unit Head
	6.2 The FO shall consolidate and evaluate the submitted reports of	None	20 days	DSWD Field Office SFP Focal / Unit Head



the LGUs for endorsement to the Central Office			
TOTAL	None	198 days and 8 hours	

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

II. Monitoring and Evaluation (Field Office to Local Government Unit)				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the	None	4 hours	Focal Person/ Unit Head DSWD Field Office
	LGUs. 1.1.1 Field Office may conduct spot checks to assess and monitor the		3 days per LGU	DSWD Field Office SFP Focal / Unit Head
	implementation (delivery/feeding/weighing, quality and quantity etc.). 1.1.2 Notify the Local Government on the		1 day	DSWD Field Office SFP Focal / Unit Head
	schedule of the actual visit and/or virtual provision of technical assistance 1.1.3 Prepare the Travel Order and/or Virtual Link for the Technical Assistance		1 day	
	1.2 Provide technical assistance through either demo. actual		7 days	Focal Person/ Unit Head DSWD Field Office



	observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others.		
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Discuss the salient findings and recommendations to the Local Chief Executive during the Exit Conference.	1 day	DSWD Field Office SFP Focal / Unit Head
	2.2 Prepare the Feedback Report and Confirmation Report to the LGU. 2.2.1 Approve the feedback report and confirmation report. Focal Person shall be responsible for any e revisions and other instructions in the feedback report and confirmation report. 2.2.2 Log the document number of the confirmation report in the DTS. 2.2.3 Endorse to Records Unit / Section.	2 Days and 10 minutes	DSWD Field Office SFP Focal / Unit Head Regional Director Outgoing Administrative Staff Outgoing Administrative Staff



3. Respond to	3.1 Transmits the		c/o records unit	Outgoing Administrative
Client	approved			Staff /SFP
Satisfaction	confirmation report to			
Survey Form	the LGU and request			
	the LGU counterpart			
	to respond to the			
	Client Satisfaction			
	Survey relative to the			
	TA through a Google			
	form			
	Total	None	15 days 4 hours and 10 minutes	

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

4. PLHIV Referral for Care and Support Services

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

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

Office or Division:	Field O	ffice	(Protective	Services	Division	1	Unit,
	Communit	ty-base	ed Services Un	it / Section			
Classification:	Simple						
Type of	G2C - Gov	ernme	nt to Citizen				
Transaction:							
Who may avail:	Persons-li	Persons-living with HIV and their affected families					
CHECKLIST OF I	REQUIREME	ENTS		WHERE TO) SECURE		
One (1) valid identification card of the		e					
client or person to be	e interviewed	:t					



 Postal ID Philippine Pa NBI Clearance 4Ps ID PWD ID Solo Parent ID City or Municine Barangay ID Office of Service (OSCA) ID Police Clearare or any ID predate, and pict the client in circumstances Certification of the control of	/oter's Certification\ ssport e pal ID nior Citizen Affairs nce eferably with validity ure and signature of extreme justifiable s, a Barangay ertifying the identity nay be presented in	 Social Service Philh Land Profe Overs Depa Pag- Comr Post Depa Nation Depa Devel Local Polic 	ce Insurance Sysealth Transportation Cassional Regulations Workers Westment of Labor albig Fundenission on election Office of the Inventor of Inventor Inven	em or Government tem Office of Commission lare Administration of Employment of Estigation cial Welfare and
Signed Authoriza applicable)	tion Letter (if	,		ccept for those who ct or below 18 years
Form 1: Intake Form				
Informed Consent		Referring Ag	jency	
	2 amilian	111\/ T4	مادال المد	
Form 2: Referral for		HIV Treatme	•	-:!!:L
Medical Certificate of		_	HIV Treatment Fa	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



		i		i e e e e e e e e e e e e e e e e e e e
Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	DSWD Personnel (Administrative Staff)
2. Present self and documents for assessment and review	, ,	None	40 minutes	Section Head Community-based Services Section
	further instruction /			



	information to client 2.1.2 Conduct interview with client to further gather information and/or for clarification 2.1.3 If necessary, coordinate with the receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client 3.2 Ask client to fill-out necessary fields and provide instructions	None	20 minutes	Section Head Community-based Services Section
4. Submit the accomplished forms	4.1 Collect accomplished forms 4.2 Review and completely accomplish forms 4.3 The DSWD Social Worker Officer shall determine the amount that is	None	80 minutes	Section Head Community-based Services Section



	appropriate and responsive to the needs of the client 4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form 3: referral for Service or stub)	5.1 Re-confirmation of client's identity	None	15 minutes	Community-based Services Section Head
	5.2 Releasing of assistance to client			
	If outright cash, ask client to check the actual amount received			



	I			
	If Guarantee Letter, advise client to review the correctness of the personal information reflected in the document If a client shall be referred again to another office and/or agency, the social worker shall accomplish Form 3: Referral for Service.			
6. Accomplish Client Satisfaction Survey from	6.1 Issue Client Satisfaction Survey Form 6.1.1 Collect accomplished form	None	20 minutes	Community-based Services Section Head
	TOTAL	NONE	180 minutes or three (3) hours for Outright Cash One (1) day or 24 hours for a Guarantee Letter.	



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

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

Program Management Bureau (PMB) - Older Persons Unit

Office or Division	Regional Social Pension Unit (RSPU) in Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, NCR, and MSSD-BARMM			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen			
Who may avail:	Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b) No permanent source of income; c) No regular support from family or relatives; and d) No pension from GSIS, SSS, PVAO and other insurance agencies			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following: 1. PhilSys ID 2. Driver's License 3. Philhealth ID 4. Voter's ID 5. Postal ID 6. Federation ID		OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.		



*The indigent senior citizen applicant is likewise encouraged to present the original copy of his/her OSCA ID or valid ID for further information verification.	
One (1) original copy of the fully accomplished and signed Social Pension Application Form	The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following: 1. Barangay Senior Citizens Association (BSCA) 2. Office for Senior Citizens Affairs (OSCA) 3. Local Social Welfare and Development Office (LSWDO) 4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU) 5. DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU) BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant. *no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE			
I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY							

- I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY
 REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION
 PROGRAM
- *The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.
 - A. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY
 - a. Barangay Senior Citizens Association (BSCA)
 - b. Office for Senior Citizens Affairs (OSCA)



c. Local Social Welfare and Development Office (LSWDO)

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

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

	PENSION UN	II (DSWD FO-RSPU)			
1.	The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/her possible inclusion in the Social Pension Program.	1.1.The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	Division Chief (Social Welfare Officer IV or V) Protective Services Division
2.	The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the DSWD FO-RSPU	2.1.The DSWD FO-RSPU Focal/Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his application. 2.1.1.The DSWD FO-RSPU Focal/Staff shall accept and verify the completeness of the	None	*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.	Division Chief (Social Welfare Officer IV or V) Protective Services Division



accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-iss ued ID indicating the birthdate of the senior citizen presented.		
2.1.2 The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.		
Note: The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.		



	i			
	It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.			
	NIT TO SIGNIFY INTE		PLYING TO SOCP	EN FOR
ENDORSEME	ENT TO THE DSWD F	O - RSPU		
1. The indigent senior citizen applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a possible beneficiary.	1.1. The DSWD CO-OPU receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for referral to the appropriate Field Office: a. Name b. Age and Birthdate c. Address d. Contact Information e. Other pertinent details on the application	None	*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO	Sectoral Programs Division Chief under Program Management Bureau (Social Welfare Office IV or V)



	Mate: Theire shell			
	Note: There shall be no processing of program			
	applications being done at the Central Office level.			
	The RSPU shall conduct the necessary application procedures.			
	All application requests received by the DSWD			
	CO-OPU shall be officially communicated with			
	the senior citizen's information to their respective DSWD FO-RSPU for action.			
	It is further recommended that			
	the applicant presents his/her original copy of OSCA ID and/or			
	any government-issued IDs for verification			
	purposes.			
	SENIOR CITIZEN API			
VALIDATION A	ND ASSESSMENT B	ASED ON THI	E PROGRAM CRI	
2. The indigent	2.1.DSWD			Division Chief
senior citizen	FO-RSPU			(Social Welfare
applicant	Focal/ Staff	None	1 hour	Officer IV or V)
undergoes validation and	shall schedule and inform			Protective Services
Validation and	and initotiti			Division



assessment to	through a	*maximum	
determine if he/she	written letter	processing for	OSCA Head/
is eligible for the	and/or other	the conduct of	Representative
social pension.	tangible	the interviews	1 OM/DO 11 a a 4/
	means of	during	LSWDO Head/
	communicatio	validation per	Representative
	n such as	applicant.	
	email/ text		
	message, etc.		
	the OSCA/		
	LSWDO on		
	the conduct of		
	validation and		
	assessment		
	based on		
	either/or of the		
	following		
	received		
	consolidated		
	and certified		
	list from the		
	LSWDO/		
	walk-in		
	applicants/		
	referrals from		
	different stakeholders		
	to the RSPU, as follows:		
	as iuiiuws.		
	a. List of		
	potential		
	beneficiarie		
	s - new		
	applications		
	b. List of		
	potential		
	beneficiarie		
	S -		
	re-applicatio		
	n (if any)		



c. List of		
delisted and		
replacement		
beneficiarie		
s for		
inclusion in		
the		
beneficiarie		
s to be		
validated/		
re-validated		
by the		
RSPU.		
2.2DSWD		
FO-RSPU		
Focal/ Staff		
shall take the		
lead in the		
conduct of the		
validation of the		
indigent senior		
citizen		
applicants,		
validating the		
information		
provided, using		
the General		
Intake Sheet		
(GIS) to		
determine the		
eligibility to the		
program.		
2.2.1.		
Assessment of		
the beneficiary		
will be written in		
the General		
Intake Sheet		
(GIS) or the		
Social Pension		
Beneficiary	 	



	Undata Form			
	Update Form (SPBUF) and			
	shall be the			
	basis for the			
	final list of			
	beneficiaries to			
	be encoded in			
	the Social			
	Pension Information			
	System (SPIS) and endorsed			
	for			
	cross-matching			
	to the			
	DSWD-OPU.			
	D3VVD-01 0.			
	2.2.2. The			
	LSWDO shall			
	also submit the			
	list of			
	delisted/replace			
	ment SocPen			
	beneficiaries for			
	validation and			
	assessment.			
	Note: Validation			
	and assessment of			
	potential			
	beneficiaries shall			
	be done through			
	an interview during			
	the home visit.			
	NSION BENEFICIAR	Y IS NOTIFIED	O, GOES TO THE	PAYOUT VENUE
AND RECEIVES	HIS/ HER STIPEND			
3. The SocPen	3.1 The DSWD			Division Chief
beneficiary is	FO-RSPU			(Social Welfare
notified of his/ her	Focal/ Staff	None	None	Officer IV or V)
qualification to the	shall endorse	140110	140110	Protective Services
program.	to the			Division
F. 031 a	OSCA/LSWD			



	O the			OSCA Head/
	approved list			Representative
	of SocPen			
	beneficiaries.			LSWDO Head/
	The OSCA			Representative
	Head shall			
	then notify the			
	senior citizen			
	through a			
	written letter			
	and/or other			
	tangible			
	means of			
	communicatio			
	n such as			
	email/ text			
	message, etc.			
	of his/her			
	inclusion as a			
	beneficiary of			
	the program.			
4 4	4.1 The DSWD			
4. Appear during	FO-RSPU			
the payout	Focal/ Staff			
schedule	and/or the			Division Chief
a December	LGU shall		12 hours	(Social Welfare
a. Present the	conduct a brief			Officer IV or V)
original	orientation to			Protective Services
and/or	the SocPen			Division
photocopy	beneficiaries		*maximum	
copy of his/her	and/or their		processing	Identified DSWD or
	authorized		time a social	LGU SDOs
OSCA ID or	representative		pension	(*positions of
any valid	s on the	None	beneficiary	assigned SDO shall
government-	procedure of		undergoes in a	depend on the FOs
issued	the program.		payout as it	and LGUs)
ID/federatio			depends on the	BSCA Head/
n ID	4.1.1 The DSWD		number of	Representative
indicating	FO SDOs/		SocPen	roprocentative
his/her date	LGU SDOs		beneficiaries	OSCA Head/
of birth.	shall ensure		present at the	Representative
	the		payout to	,



In cases of SocPen	completeness	receive his/her	LSWDO Head/
beneficiary who	and	stipend.	Representative
cannot personally	authenticity of		
appear at the	the presented	** Please note	
payout venue, S/he	requirements	that the payout	
may designate	by the SocPen	for one	
his/her authorized	beneficiary	barangay is a	
representative and	before	whole-day	
shall present and	releasing the	activity and	
submit the original	stipend.	may take up to	
and photocopy of	•	5 days for the	
the following		whole LGU.	
requirements:			
a. Authorized			
representati			
ve's valid			
government-			
issued ID or			
any valid			
certificate			
such as birth			
certificate,			
etc.			
b. SocPen			
beneficiary's			
OSCA ID or			
any valid			
government-			
issued ID.			
.555.55.12.1			
c. Authorizatio			
n/			
certification			
letter from			
the			
beneficiary			
indicating			
the name of			
the			
authorized			
L GGGTOTIZEG			



representati ve and the reason/s of inability to personally claim his/her stipend at the time of the payout.				
IV. FILLING OUT OF	THE CLIENT SATIS	FACTION ME	ASUREMENT FO	RM
5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD. The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.	5.1 The DSWD FO-RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF. 5.1.1 The DSWD FO-RSPU Focal/Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.	None	5 minutes	Division Chief (Social Welfare Officer IV or V) Protective Services Division
	TOTAL:	None	total processing Beneficiary and authorized repre undergoes from	or his/her esentative



	accomplishment of CSMF regardless of where s/he applies.
	*Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.

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

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

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

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



6. Provision of Assistance to Person living with HIV (PLHIV) Persons Living with HIV (PLHIVs)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

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

Office or Division:	Protective Service Div Field Office I-XII, CAR	ve Service Division fice I-XII, CARAGA, CAR, and NCR			
Classification:	Simple				
Type of Transaction:	G2C- Government to	Citizen			
Who may avail:	People-living with HIV	(PLHIVs) and their affected families			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE			
One (1) valid identifica client/ person to be into					
PhilSys ID		Philippine Statistics Authority			
UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System			
Philhealth ID		Philhealth			
Driver's License		Land Transportation Office			
PRC ID		Professional Regulation Commission			
OWWA ID		Overseas Workers Welfare Administration			
DOLE ID		Department of Labor and Employment			
PAG-IBIG ID		Pag-IBIG Fund			
Voter's ID or Voter's Certification		Commission on Election			
Postal ID		Post Office			



Philippine Passport	Department of Foreign Affairs		
NBI Clearance	National Bureau of Investigation		
• 4Ps ID	Department of Social Welfare and Development		
PWD ID	Local Government Unit		
Solo Parent ID	Local Government Unit		
City or Municipal ID	Local Government Unit		
Barangay ID	Local Government Unit		
Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit		
Police Clearance	Police Station		
 or any ID preferably with validity date, and picture and signature of the client. 	Barangay Hall		
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall		
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	Designated Treatment Hub / HIV Primary Care Facility; Local Government Unit		
TRANSPORTATION ASSISTANCE			
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	 Police Station - Police Blotter; Hospitals or Clinic - Medical Abstract; Court - Court Order or Subpoena; and Civil Registry - Death Certificate. 		
MEDICAL ASSISTANCE FOR HOSPITAL BILL			



1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	 Statement of Account - Billing Office of the hospital Certificate of Balance and Promissory Note - Credit and Collection Office
One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following:
MEDICAL ASSISTANCE FOR	MEDICINE OR ASSISTIVE DEVICE
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Medical records of the Hospital or Clinic of the Attending Physician
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.	Attending Physician from a hospital or clinic.



If the amount of assistance being request required as additional documentary requirem	ted exceeds PhP10,000.00, the following shall be nents	
One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider	
One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service	
MEDICAL ASSISTA	NCE FOR LABORATORY	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Attending Physician or from Medical Records of the hospital or clinic.	
One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.	
If the amount of assistance being request required as additional requirements	ted exceeds PhP10,000.00, the following shall be	
One(1) original and/or photocopy of the Quotation of Laboratory)	Service Provider	
One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development;	



	 Local Social Welfare and Development Office; Non-Government Organization; or Medical Social Service. 		
MEDICAL ASSISTA	ANCE FOR LABORATORY		
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.		
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic		
One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.		
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements			
One(1) original and/or photocopy of the Quotation of Laboratory Service Provider			
 2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy) Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service 			
FUNERAL ASSISTANCE FOR FUNERAL BILL			



One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam	
One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel	
One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall	
EDUCATIO	NAL ASSISTANCE	
One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled	
One (1) original and/or photocopy of any of the following: a. Enrolment Assessment Form; or b. Certificate of Enrolment; or c. Registration; or d. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled	
FOOD	ASSISTANCE	
One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	 Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted 	
CASH REL	IEF ASSISTANCE	
Depending on the circumstances: a. For Fire Victims: One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;	 Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay 	
b. For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;	Local Social Welfare and Development Office or other social welfare agencies	



- c. **For Rescued Client:** One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.
- Local Social Welfare and Development Office or other social welfare agencies
- d. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children
- e. For Locally stranded individuals (LSI): LSI without valid IDs One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.
- Police Station Police Blotter
- Hospital or Clinic Medical Certificate signed by the Registered Physician

For all other incidents:

- 1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification
- Barangay Hall where the client is presently residing
- Police Station
- Armed Forces of the Philippines or Philippine National Police
- Office of the Civil Registry
- Certificate from the Local Disaster Risk Management Office; or
- Local Government Unit
- Hospital or Clinic signed by Licensed Physician

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



Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	Section Head Community Based Services Section (CBSS)	
	2.1 Conduct initial interview for assessment				
	2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months.				
2. Present self and documents for assessment	If a client is eligible (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.	or not not ents	None	40 minutes	Section Head Community Based Services Section (CBSS)
	If a client is not eligible, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.				



	2.1.2 Check the documents presented by the client.			
	If documents are complete and valid, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.			
	If supporting documents are incomplete and non-compliant, provide a checklist.			
	2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented			
	3.1 Handout copies of prescribed forms to client			
3 Fill-out necessary fields in the prescribed forms	3.1.1 Ask client to fill-out the necessary fields in the prescribed forms	None	20 minutes	Section Head Community Based Services Section (CBSS)



	4.1 Collect the accomplished forms and documentary requirements from client 4.1.1 Verify the submitted documents for veracity, consistency, and authenticity.			
and required documents. If necessary, attend the interview for further clarification.	treatment hubs, LGUs, and or the referring agency. 4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client. 4.1.4 Preparation of vouchers and financial	None	80 minutes	
	documents. 4.1.5 Forward the Client's Document to the Authorized Approving Officer.			



	4.1.6 Compile the approved documents of the client.			
	5.1 Confirmation of client's identity;			
	5.1.1 Releasing of actual assistance to client;			
	5.1.2 Releasing of actual assistance to client;			
5. Receive assistance	If through outright cash, ask client to check the actual amount received;	None	15 minutes	Section Head Community Based Services Section (CBSS)
	If through Guarantee Letter, advise clients to review the correctness of the personal information reflected in the document.			
6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	Section Head Community Based Services Section (CBSS)



	6.2 Collect accomplished Client Satisfaction Measurement Survey			
тот	AL	None	180 minutes or three (3) hours for Outright Cash	
			One (1) day or 24 hours for a Guarantee Letter.	

7. Provision of Assistance to Solo Parent

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

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

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



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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None	0 minute	Division Chief Protective Services Division
2. Attend Interview for assessment of needs	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client. 2.1.1 Interview the client and fill-out the general intake sheet and indicate	None	10 minutes	Head Community Based Service Section



3. Attend psychological intervention, psychological first aid and/or counseling	provide psychological	None	30 minutes	Division Chief Protective Services Division or Head Community Based Service Section
	If no further assistance is to be provided, the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving. 3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance	None	5 minutes	Division Chief Protective Services Division or Head Community Based Service Section
4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program	4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD. For AICS, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID /	None	40 minutes	Division Chief Protective Services Division or Head Community Based Service Section



the referral/ endorsement letter	endorsement letter to		orking days, 90 i	Protective Services Division
5. Receive	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or COmbased Section Head / PSD Chief in SWADT. 5. Send the referral /	None	2 days 5 minutes	Bureau Director Division Chief
be met by the DSWD.	referral or endorsement letter to SLP for possible provision of assistance. For other agency/ies, FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.			
(SLP) or to another office or agency if the need of the client cannot				

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

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



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



Official receipt from the training school (TESDA/ CHED	TESDA / accredited training school where the client is enrolled
accredited training school. (1	
Original and 1 Photocopy)	
Valid ID	Government Institutions (Valid ID)
Financial Assistance for Emp	loyment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)
Contract of Employment or any	Employer of the client
similar document which	
indicates that they are hired	
,	Government Institutions (Valid ID)
Photocopy)	
	ncial Assistance for Livelihood
1. Result of the Handa Ka Na	DSWD Field Offices
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.	Government Institutions (Valid ID)
3. Valid ID (1 Original and 1 Photocopy)	Government Institutions (Valid ID)
4. Social Case Study Report	DSWD Field Office or Local Social Welfare and
4. Gooldi Gage Glady Neport	Development Office
Logistical Support During and F	Post-Rescue Operation of Victim-survivors of Trafficking
No Documents needed.	DSWD Field Offices -Victim-survivors of trafficking during
	rescue operation. Social workers are highly needed to
	provide psychosocial counseling and assist victim-survivors



	of trafficking all throughout the process from recovery to reintegration.	
P	rovision of Temporary Shelter	
3. Referral Letter from the Social Worker (1 Original and 1 Photocopy) DSWD Field Offices -Victim-survivors of traffick placed in DSWD run/ registered, licensed and residential care facilities for protective custody.		
Support for Victim-su	rvivors/ Witness and Transportation Assistance	
Valid ID Social Case Study Report	Government Institutions (Valid ID) DSWD Field Offices	

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



	assistance to be provided. 1.1.4 Refer to the list of requirements.			
2. Submit 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)	None	10 minutes	Community Based Services Section Head/ Social Welfare Officer III Protect Services Division
	2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.			Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer III Protect Services Division
	2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)	None	7 Days	Community Based Services Section Head/ Social Welfare Officer III Protect Services Division



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

9. Provision of Centenarian Gifts to Centenarian

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



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

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



	(One original or one certified true copy)			
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Identification card of the	Office for Senior Citizens Affairs (OSCA); Land Transportation			
nearest surviving	(LTO)-issued Driver's License, social security cards like the			
relative	Government Service Insurance System (GSIS), and Social Security			
	System (SSS), Professional Regulatory Commission (PRC) license,			
	Philippine Postal, Commission on Elections (COMELEC); Philippine			
	Identification System; Philhealth MDR			
Proof of Relationship				
 Certificate of live 	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
birth of the				
nearest surviving	Parish church and other religious denomination			
relative				
 Marriage 				
Certificate				
 Baptismal 				
Affidavit of Adjudication	Lawyer (either public or private)			
and/or Special Power of				
Attorney				
Warranty and Release	DSWD Field Offices			
from Liability				
*Decuments stated in the	he living contensions shall also be required to be submitted by			

*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Centenarian and/or nearest surviving applicant submit the one (1) original or one (1) certified	1.1. The DSWD FO shall receive the masterlist of potential centenarians through the following:	None	1 working day	Division Chief (Social Welfare Officer IV/V) Protective Services Division



				1
true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	a. Submitted consolidated list from the Local Government Units through the OSCA b. Endorsement from legislators; Office of the President, among others; c. Walk-in clients			
	1.2. The DSWD FO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative	None	Desk validation: 3 working days Home validation: 15 working days	Division Chief (Social Welfare Officer IV/V) Protective Services Division
	If assessed as eligible, the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or		5 working days	



	nearest surviving relative applicant. If the documents submitted are incomplete and/or with discrepancy, the DSWD FO shall inform and request the LGU to provide technical assistance to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the documents with discrepancies.			
2. Centenarian and/or nearest surviving relative receive the centenarian benefit	2.1. The DSWD FO shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.	None	5 working days	Division Chief (Social Welfare Officer IV/V) Protective Services Division
	2.2. The DSWD FO shall prepare a notification letter to the LGU duly signed	None	3 working days	Division Chief (Social Welfare Officer IV/V) Protective Services Division



	by the Regional Director citing the scheduled payout to the eligible centenarians and/or nearest surviving relative.			
	2.3. The DSWD FO shall release the centenarian benefit to the eligible centenarian and/or nearest surviving relative in the following mode: Cash: House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person Cheque: Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type	None	20 working days	DSWD FO-Special Disbursing Officer and Protective Services Division Chief (Social Welfare Officer IV/V)
3. Centenarian and/or nearest surviving relative shall fill-out the	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction	None	5 minutes	Division Chief (Social Welfare Officer IV/V) Protective Services Division



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

10. Securing Travel Clearance for Minors Traveling Abroad

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

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



4. PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	PhilippineStatistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
6. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant
7. Notarized Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) (1 Original)	Applicant or Sponsoring Person/Agency
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	Applicant
9. Unaccompanied Minor Certificate from	Airline
the Airlines (if available)	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	
1. Duly Accomplished	DSWD Field Office/ DSWD
Application Form (1 Original Copy or Electronic Copy)	website: www.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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)			
Original copy of the previous Travel Clearance issued	Applicant			
4. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant			
5. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained			
6.Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant			
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian				
Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: www.dswd.gov.ph			
	website. www.uswu.gov.pii			
PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)			
· ·	Philippine Statistics			



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 Minor's traveling				
6. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion				
Minors Traveling subsequently with a Person Other than the Parents of Le					
Guardian					
Duly Accomplished Application Form (1)	DSWD Field Office/ DSWD				
Original Copy or Electronic Copy)	website: www.dswd.gov.ph				
Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant				
3. Notarized Affidavit of Consent or Written	Law Office and Notarized				
Consent of both parents/ legal	at the place where the parent/s				
guardian/solo parent, whichever is applicable. Photocopy of valid passport	resides/Philippine Embassy (if minors				
and valid visa or valid ID issued abroad,	parent/s are abroad)				
if parents are working abroad. (1					
Original)					
4. Two (2) original colored passport size	Applicant				
photos of the minor taken within the last					
six (6) months. No scanned pictures will be accepted;					
5. Photocopy of the valid passport of the	Minor's traveling companion				
traveling companion.	J I				
	nors Under Special Circumstances:				
For Filipino Minors Migrating to Another Country					
1. Visa Petition Approval	Applicant				
	tudying Abroad				
Acceptance or Certificate of Enrollment or Registration from the School where	Applicant				
the minor is to be enrolled.					
	Study Tours, Competition, Student Exchange				
	orld Youth Day and Other Related Activities:				
1.Certification from Sponsoring Organization	Sponsoring Organization				
2. Affidavit of Undertaking of Companion	School, Sports Agency, or				
indicating safety measures undertaken	Sponsoring Organization				



by the School, Sports Agency, or Organization					
3. Signed Invitation from the Sponsoring	School, Sports Agency, or				
Agency/Organization abroad with	Sponsoring Organization				
itinerary of travel and list of participants	9 2 9 2 2 2				
and duration of the activity/travel					
Minors going Abroad for Medical Purposes					
1. Medical Abstract of the Minor (1	Attending Physician				
Original Copy)					
2. Recommendation from the Attending	Attending Physician				
Physician that such medical procedure					
is not available in the country (if					
applicable)					
3. Letter from the Sponsor (if applicable)	Sponsoring Person				
	on for Inter-Country or Domestic Adoption				
1. Placement Authority issued by	National Authority for				
NACC-RACCO	Child Care (NACC)				
2. Consent to Travel issued by	National Authority for				
NACC-RACCO	Child Care (NACC)				
3. Notarized Affidavit of Undertaking from	Applicant				
the Prospective Adoptive Parent/s (1					
Original)					
4. Court Order (for those with Pending	RTC who has jurisdiction				
Court Petition)	over the case				
1. Placement Authority issued by	National Authority for				
NACC-RACCO	Child Care (NACC)				
Minors und	ler Foster Care				
1. Notarized Affidavit of Undertaking by	Foster Parent/s				
the Foster Parent/s					
2. Consent to Travel issued by	National Authority for				
NACC-RACCO	Child Care (NACC)				
Minors under Legal Guardianship who wi	Il be unaccompanied by their Legal Guardian				
1. Court Order on Legal Guardianship (1	Court				
Certified True Copy)					
For Minors whose parents are Seafarers					
Certification from the Manning Agency	Applicant				
attesting that the parent/s is on board					
employment (1 Original or 1 Electronic					
Copy)					



Seaman's Book Photocopy)	of Parent/s (1	Applicant					
3. Parent/s Written C Copy)	onsent (1 Electronic	Applicant					
For Minors with alleged missing parent/s							
LSWDO where the	·						
Blotter Report from or Barangay Cer Locality of the las the alleged missing	Local Police or Barangay of the alleged missing parent/s last known address						
 Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available) 		Applicant					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Register information in MTA client's logbook	1.1 Issue Service Sequence Number 1.1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices			
	opi oddonoot	l i					



If the documents are complete, assigns control number on the application form			
If the documents are incomplete, request the client to comply with the lacking documents. Provides the client the initial findings.			
2.2 Conduct interview and prepare assessment of the application. 2.2.1 Review and approval of the supervisor of the assessment report.	None	30 minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices



2.3 Approve/ Disapprove the application If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.	None	5 minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices
If disapproved, provide the client with a written explanation stating the reasons of the disapproval			
If exempted, prepare the Certificate of Exemption for Approval of the Regional Director			
2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and Disapproved Travel Clearance Applications	None	5 minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA



	I			Unit of DSWD
				Field Offices
3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php300. 00 for 1 year validity;	5 minutes	Cash Section Head Financial Management Division
	3.2. Issue Official Receipt to the Applicant on the Payment Received	Php600.0 0 for 2 years validity	5 minutes	Cash Section Head Financial Management Division
4. Present the Official Receipt and Receives the issued Travel Clearance	4.1 Receive the official receipt 4.1.1 Encode the details of the applicant in the Travel Clearance. 4.1.2 Sign the Travel Clearance.	None	30 Minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices
	4.1.3 Release the travel clearance/certificate of exemption including the official receipt			Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head Regional Office
				Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices



5. Receive the Travel Clearance/Certifica te of Exemption and Signs the Logbook	5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing) 5.1.1 Ask the client to sign the Log Book for the Travel Clearance/Certificat e of Exemption Received	None	5 Minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices
6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)	6. Receivethe Filled up CSMF Form	None	5 minutes	Minors Traveling Abroad Section Head Protective Services Division - Community Based Services Section or MTA Unit of DSWD Field Offices
	TOTAL	For or 1 year validity- Php 300.00 Php 600.00 for 2 years validity	1 hour and 40 minutes	



SOCIAL TECHNOLOGY BUREAU (STB)

FRONTLINE SERVICES



1. Technical Assistance On Program / Project Development Or Enhancement

Office or Division: DSWD Central Office - Social Technology Bureau

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

Gilles of Biviolon		All Field Offices - Social Technology Unit/Section			
Classification:	Highly Technical	Highly Technical			
Type Transaction:		G2C - Government to Citizen G2G – Government to Government			
Who may avail?:		National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF	REQUIREMENT	REQUIREMENT WHERE TO SECURE			
Request Letter			From the requesting DSWD Field Office, L NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE	
1.) Send the request for technical assistance along program/proje ct	Receive and record the request.	None	2 hours	Head of Office or Supervisor Social Technology Bureau	



development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through: a. Letter signed by the Requestin g Party, in any form; b. Accomplis hed Request Form; c. E-mail; or				
d. Ticketing System.	1.2) Prepare, review, and send responses to the requesting party.	None	7 days	Head of Office or Supervisor Social Technology Bureau
	1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:	None	5 days Note: Turn around time does not include days between	Head of Office or Supervisor Social Technology Bureau



	a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirement s		sending a response and actual conduct of activity.	
2.) Answer the Client Satisfaction Survey (CSS)	1.4.) Administer/ Monitor/Follow- up Client Satisfaction Survey (CSS).	None	Not applicable	Head of Office or Supervisor Social Technology Bureau
TOTAL	If the Technical Assistance requested may be provided via official communications.	None	7 days 2 hours	
TOTAL	If the request involves conduct of actual technical assistance activity	None	12 days 2 hours	



2. Technical Assistance On Social Technology Bureau (STB) Developed Programs And Projects

Refers to the provision of technical assistance on concerns relative to the ongoing and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

Office or Division:	DSWD Central Office - Social Technology Bureau All Field Offices - Social Technology Unit/Section
Classification	Highly Technical
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe

CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE
complete contac	ned request letter with ct details (name and ction) of the requesting chnical assistance	Requesting C	Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE



1) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through: a. Letter signed by the Requesting Party, in any form; b. Accomplishe d Request Form;	1) Receive and record the request.	None	2 hours	Head of Office and Supervisor Social Technology Bureau
c. E-mail; or d. Ticketing System.	12) Propore	None	7 days	Head of Office and
	1.2) Prepare, check, and send response to the request, and conduct the Technical Assistance.	None	7 days	Supervisor Social Technology Bureau
	1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via	None	8 days Note: Turn around time does not include days between sending a	Head of Office and Supervisor Social Technology Bureau



	face-to-face or online means:		response and actual conduct of activity.	
2. Accomplish the Client Satisfaction Survey (CSS).	2. Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	Head of Office and Supervisor Social Technology Bureau
	TOTAL If the Technical Assistance is sharing data, information and knowledge product	None	7 days 2 hours	
	TOTAL If the request involves conduct of actual	None	15 days 2 hours	



STANDARDS BUREAU (SB)

FRONTLINE SERVICES



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

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

Office or Division:	DSWD Field Off	fice - Standards Section	
Classification:	Highly Technica		
Type of Transaction:	G2C - Government to Client G2G - Government to Government		
Who may avail:	All eligible bene	ficiary CSOs organized by the Department	
	through DSWD	project/s and/or program/s.	
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE	
Duly accomplished and Beneficiary CSO Application Form original copy)	d duly sworn Accreditation (1	 DSWD Field Office - Standards Section, or; DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_A PPLICATION-FORM-FOR-THE-ACCOF-CS O-AS-BENEFICIAR.pdf 	
 2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: a. Pictures of office and direction sketch (1 photocopy); and b. At least one of the following documents (1 original copy): i. Barangay certification ii. Certification or endorsement from at least two (2) publicly known individuals in the community iii. Other documents showing proof of existence 		CSO Beneficiary Applicant	
3. Proof of organization, na a. Organizational chart structure (1 original components) b. Date of organization and members with names, dates of birth	or governance opy); and , list of officers their complete	CSO Beneficiary Applicant	



or registered, complete a contact numbers, if a original copy).	
4. Certificate of Good Standing applicant has received public to its application; Specifically the CSO has liquidated, in with COA regulations, all fu due for liquidation (1 original)	funds prior stating that accordance act transfers has received public funds, or; by the stating that accordance accordance accordance and transfers has received public funds, or;
5. Social Preparation (1 original	 Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds, or;
	DSWD Website https://standards.dswd.gov.ph/wp-content/upl oads/2022/10/DSWD-SB-GF-014_REV-01_C ERTIFICATION-ON-SOCIAL-PREPARATION. pdf

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

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



2. Wait for the result of the assessment	2.1 If Complete and Compliant: 2.1.1 Receive and review the documentary requirements	None	1 day	Regional Director DSWD Field Offices
	2.2 Post name of applicant to DSWD website	None	1 day	Regional Director DSWD Field Offices
	2.3 . Prepare activities for the conduct of validation	None	2 day	Regional Director DSWD Field Offices
	2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. Note: This include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents	None	5 days	Regional Director DSWD Field Offices
	2.5 Prepare and sign Validation Report and Abstract with supporting documents.	None	2 days	Regional Director DSWD Field Offices
	2.6 Facilitate conduct of evaluation and deliberation by the	None	2 days	Regional Director DSWD Field Offices



Field Office - Accreditation Committee.			
2.7 Prepare the Certificate of Accreditation	None	1 day	Regional Director DSWD Field Offices
2.8 Facilitates the signing of the Certificate of Accreditation	None	1 day	Regional Director DSWD Field Offices
2.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	Regional Director DSWD Field Offices
2.10 If found incomplete or non-compliant (in any part of the process)	None	1 day	Regional Director DSWD Field Offices
2.10.1 If found to be incomplete, prepares acknowledgement memorandum returning the application			



3. Receive the Certificate of Accreditation through: a. Befitting ceremony (e.g. during the flag-raising 3.1 Release of the signed Certificate/s of Accreditation through: a. Befitting ceremony (e.g. during the flag-raising	
ceremony) b. Pick-up by the CSO applicant, c. Courier, and d. Hand-carrying of the Certificate/s of Accreditation whichever is practicable	eld
3.2 Administer Client None 5 minutes Regional Dia	eld
TOTAL None 20 working For Complete and Compliant: days	
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.

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

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

Office or Division:	DSWD Field Office - Standards Section						
Classification:	Complex						
Type of Transaction:	G2G - Government to Government						
Who may avail:	All eligible Beneficiary CSOs organized by the Depar through SLP.			Department			
CHECKLIST OF REQUI	REMENTS		WI	HERE TO	SECL	JRE	
Certificate of Eligibility (Contract true copy) *The issuance of COE compliance with SLP exists	is subject to	Prog	•	Sustai gional I D SLP-R	_		Livelihood Management
2. Endorsement of SLPAs we by the Regional Program include the project/s approf the SLPA, and the best for the project) (1 original copy)	Coordinator (to proved, address	Prog	•	Susta gional D SLP-R	_		Livelihood Management

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application documents	1.1 Log the receipt of the application to the document tracking system (DTS)/Logbook Refer to the concerned unit.	None	1 day	Regional Director DSWD Field Offices
2. Wait for the result of the assessment	2.1. If Complete and Compliant:	None	2 days	Regional Director DSWD Field Offices
	2.1.1. Receive the documentary requirements			Cilioco
	2.2. If found incomplete or non-compliant:	None	2 days	Regional Director DSWD Field Offices
	2.2.1. Prepare a memo to the SLP-RPMO returning the application documents for compliance.			
3. Receive the issued Certificate of Accreditation and accomplished the Client Satisfaction Measurement Form	3.1 Forward the signed memo to SLP-RMPO with the signed certificates and secure receiving copy.	None	1 day	Regional Director DSWD Field Offices
	3.2 Forward the signed memo to ICTMS for posting to the Field Office website.	None	4 hours	Regional Director DSWD Field Offices
	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	Regional Director DSWD Field Offices



3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
For Complete and Compliant:	None	7 working days	
For Incomplete Submission:	None	30 minutes	

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

3. Accreditation of Pre-Marriage Counselors

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

Office or Division:	DSWD Field	Office - Standards Section		
Classification:	Highly Technical			
Type of Transaction:		rnment to Client		
Who may avail:		applicants per item VIII of MC 1 s. 2019 and as		
, ,	•	MC 10 s. 2021		
CHECKLIST OF REQUI		WHERE TO SECURE		
A. For New Applicants				
 Duly Accomplished Application Form (1 Original copy) Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, X XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC 019-001.pdf Annex A. PMC Form_App One (1) photocopy of the following documents (original copies must be presented during the copies of the following documents) 				
the actual accreditation a	, , , , , , , , , , , , , , , , , , , ,			
2. Any of the following as the applicant is a Bache in Social Work or in Nur any Behavioral and Soc Course or in any other includes counseling as academic curriculum or professional practice:	elor Degree rsing or in cial Sciences course that part of the			



	Any DDC Office meticandida
 a. Certificate of graduation/college diploma or transcript of records; (1 Photocopy); or b. Certified photocopy of valid PRC ID. (1 Photocopy) 	Any PRC Office nationwide
(ттысосру)	
3. Training Certificates/ Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted. (1 photocopy)	Provided by the Applicant
4. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:	Local Government Office
4.1 Certification from immediate Supervisor (1 photocopy); or 4.2 An approved resolution from the Local Government Office (1 photocopy)	
5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session. (1 photocopy)	https://www.dswd.gov.ph/issuances/MCs/MC_2 019-001.pdf Annex C. Documentation Report Template
Other documents to be made available during the assessment visit. 1.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present	Accomplished Marriage Expectation Inventory Form



during the validation visit. (1 photocopy)	
D. For Denoved	
B. For Renewal1. Certificates of training, seminars,	Training Providor
orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. (1 Photocopy)	Training Provider
 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>) (1 	 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_2 https://www.dswd.gov.ph/issuances/MCs/MC_2 https://www.dswd.gov.ph/issuances/MCs/MC_2 https://www.dswd.gov.ph/issuances/MCs/MC_2 https://www.dswd.gov.ph/issuances/MCs/MC_2 https://www.dswd.gov.ph/issuances/MCs/MC_2
Photocopy)	
 Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>) (1 Photocopy) 	 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_2 019-001.pdf Annex C. PMC Form
4. Other documents to be made available during the validation visit 4.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. (1 Photocopy)	Accomplished Marriage Expectation Inventory Form
4.2 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	 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 Annex F. PMC Form



- couple for the past year (1 Photocopy)
- 4.3 A summary/record on the number of Certificates of Marriage Counseling issued. (1 Photocopy)
- Number of Certificates of Marriage Counseling issued.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 10 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
A. Assessment Procedu	A. Assessment Procedures for Walk-in Applicants						
Secure application form thru the DSWD Website/Field Office	1.1 Provide the client an application form, and checklist of requirements	None	Not Applicable (NA)	Regional Director DSWD Field Offices			
2. Submit the application and supporting documents at Field Office – Standards Section	2.1Receive the application and forward the same to the concerned Field Office Standards staff	None	Not Applicable (NA)	Regional Director DSWD Field Offices			
3. Await the acknowledgement or notification relative to the assessment visit.	3.1 Review and assess the completeness of requirements/ documents submitted and prepare acknowledgment letter, to wit:	None	3 working days	Regional Director DSWD Field Offices			
	3.2 If found complete/ sufficient, acknowledge receipt of the application and notify applicant and coordinate for	None	1 day and 7 hours	Regional Director DSWD Field Offices			



	the schedule of			
assessment visit.				
	3.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.	None	1 day and 7 hours Total of 4 days and 7 hours for incomplete/ non-compliant applications sent via email/courier	Regional Director DSWD Field Offices
	3.4 Tracks and forwards the signed/approved acknowledgment letter to the Records Section.	None	30 minutes	Regional Director DSWD Field Offices
	3.5 Email advance copy of the acknowledgement letter to the applicant.	None	30 minutes	Regional Director DSWD Field Offices
4. Participate in the Actual Accreditation Assessment 4.1 Conduct of validation assessment with the applicable mode: a. Under Normal circumstanc es actual accreditatio n visit;		None	1 working day	Regional Director DSWD Field Offices



	b. During the state of calamity/ emergency virtual assessment			
5. Await the approval of the confirmation report/issuance of the Certificate	1.1. Conduct final review of the Assessment of the application documents.	None	4 working days	Regional Director DSWD Field Offices
	5.2 Prepare the confirmation report.	None	1 working day	Regional Director DSWD Field Offices
	5.3 Assess the accreditation. If favorable, inform the applicant on the approval of his/her accreditation. If unfavorable, recommend for re-assessment.	None	2 hours	Regional Director DSWD Field Offices
	5.4 Forwards to the office of the RD for approval/signature	None	1 day and 6 hours	Regional Director DSWD Field Offices
	5.5 Prepares certificate for issuance, if favorable.	None	3 working days	Regional Director DSWD Field Offices
	5.6 Approval and signature of the Certificate	None	2 working days	Regional Director DSWD Field Offices



6. Receive the Accreditation Certificate	6.1 Release of Certificate to Records Section.	None	1 working day and 30 minutes	Regional Director DSWD Field Offices
	6.2 Email advance copy of the Accreditation Certificate and Confirmation letter to applicant.	None	25 minutes	Regional Director DSWD Field Offices
7. Accomplished the Client Satisfaction Measurement Form	6.3 Administer the Client Satisfaction Measurement Form (online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
Compl	None	20 working days		
Complete but No Incom	None	4 working days and 7 hours		

^{*}The number of minutes shall be included in the total 20 working days.

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

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

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



w	/ho may avail:	as endo organiza GOCCs	n/s whose child, relative or friend ailing of chronic ailments dorsed by the LSWDO or a SWDA; non-stock, non-profit zations; regional offices of government agencies (GAs), s and LGUs; and, SWDAs with updated/valid Certificate of ration, License to Operate and/or Accreditation
С	HECKLIST OF REQUIRE	MENTS	WHERE TO SECURE
			relative or friend of an ailing person with a chronic Local Social Welfare and Development Office (LSWDO)
1	. Duly Accomplished App Form signed by the	olication Agency thorized	 Standards Section (SS) of the concerned DSWD Field Office
2.	Work and Financial Plar for the intended	public by the	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083 REV-01 PROJECT-P
3.	any similar document si	gnifying ficiary's	beneficiary/recipients or its head/authorized representative
	For children beneficiari the parent/s of the child/ or maternal/paternal remay sign the documbehalf of the child (1 copy).	children elative/s ent on	
	Duly signed the Social Study Report and endor from the Local Social and Development (LSWDO)(1 original copy	rsement Welfare Office	has jurisdiction on the area of the applicant
4.	and/or Treatment F	Abstract Protocol ttending	manang projection of the proje



	physician or the hospital's	
	records section (1 original	
5.	copy). Signed Memorandum of	Concerned DSWD Office and/or the C/MSWDO of
] 3.	Agreement (MOA) between the	the concerned LGU
	DSWD and the LSWDO of the	and control Lee
	concerned LGU stating therein	
	their commitment to monitor the	
	applicant's solicitation activities	
	and to submit post-reportorial requirements to the issuing	
	DSWD Office (1 original	
	Certified True Copy)	
	13,	
6.	Pledge of Commitment (Annex	Standards Section (SS) of the concerned DSWD
	11) (1 original copy).	Field Office • https://standards.dswd.gov.ph/wp-content/uploads/
		2022/10/DSWD-SB-GF-089 REV-01 Pledge-of-C
		ommitment.pdf
7.	Official Receipt as proof of	Applicant as issued by the concerned Field Office
	payment of processing fee	
	issued by the concerned DSWD	
	CO-FO Finance Management Unit (FMU) (1 photocopy)	
8.	Fund Utilization Report for	Standards Section (SS) of the concerned DSWD
	those applying for renewal of	Field Office
	their solicitation permit (Annex	
	12) (1 original copy).	 https://standards.dswd.gov.ph/wp-content/uploads/
		2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilizat
В.	For Paragna whose shild relati	ion-Report.pdf
Б.	•	tive or friend ailing of a chronic ailment as endorsed by ccredited Social Welfare and Development Agency
	(SWDA)	sorounda dociai vvoilaro una Bovolopinione Agonoy
1.	Duly Accomplished Application	Standards Section (SS) of the concerned DSWD
	Form signed by the Agency	Field Office
	Head or his/her authorized	https://standards.dswd.gov.ph/wp-content/uploads/2022/1 0/DSWD-SB-GF-080 REV-01 APPLICATION-FOR-AUT
	representative (1 original copy).	HORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-
		CAMPAIGN.pdf
2.	Project Proposal including the	Standards Section (SS) of the concerned DSWD
	Work and Financial Plan (WFP)	Field Office
	for the intended public	



	solicitation, approved by the Head of Agency (1 original copy).	https://standards.dswd.gov.ph/wp-content/uploads/2022/1 0/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-F OR-SOLICITATION-ACTIVITY.pdf
3.	Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.	Applicant signed by the intended beneficiary/recipients or its head/authorized representative
	For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).	
4.	Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).	Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
5.	Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088REV-01_Board-Reso-lution.pdf
6.	Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1) (1 photocopy)).	Applicant as issued by the concerned Field Office
7.	Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090 REV-01 Fund-Utilizat ion-Report.pdf
C.	For Non- Stock, Non-Profit Corp	orations, Organizations or Associations
1.	(1) Duly Accomplished Application Form signed by the Agency Head or his/her	Standards Section (SS) of the concerned DSWD Field Office



	authorized representative (1 original copy).	https://standards.dswd.gov.ph/wp-content/uploads/ 2022/10/DSWD-SB-GF-080_REV-01_APPLICATI ON-FOR-AUTHORITY-TO-CONDUCT-SOLICITATI ON-FUND-RAISING-CAMPAIGN.pdf
2.	Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
3.	Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Acc 050 F. Leveige Office (Baseige City Technology) Acc 050 F. Leveige Office (Baseige City Technology) Acc 050 F. Leveige Office (Baseige City Technology) Technology
	and By-Laws, if new applicant (1) original Certified True Copy)	 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
4.	Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from	 Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
	any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency (1 original Certified True Copy)	 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
5.	Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf
6.	Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088REV-01_Board-Resolution.pdf



7.	Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).	 From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
8.	Pledge of Commitment (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf
9.	Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy): a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	Agency that allows applicant to undertake solicitation activities in their jurisdiction
10.	Fund Utilization Report of proceeds and expenditures (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf



11. Official Receipt as proof of payment of processing feed issued by the concerned DSWI CO-FO Finance Management Service/Unit (FMS/U (photocopy).	e '' '' '' '' '' '' '' '' '' '' '' '' ''
12. Sample of additional specific requirements for each methodology to be used (sphotocopy), such as:	
a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television cinema, magazines newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon cycling and similar activities i. Rummage sale, garage sale sale of goods and other similar forms	



D.		overnment Agencies (GAs), Government Owned and CCs), and Local Government Units (LGUs) desiring t
1.	Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2.	Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf
3.	Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy).	Applicant
4.	Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).	Applicant as issued by the concerned Field Office
5.	Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
6.	Sample of additional specific requirements for each methodology to be used (1 photocopy):	Applicant
	a. Ticket, Ballots, Cards and similar forms	



- b. Donation Boxes, Coin Banks and other similar forms
- c. Benefits show such as fashion show, concert and similar activities
- d. Photo or Painting Exhibits and similar activities
- e. Written request such as envelops, letters of appeal, greeting cards and similar forms
- f. Text message, e-mail, online post and other types of solicitation using electronic devices
- g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms
- h. Sport activities for a cause such as fun run, marathon, cycling and similar activities
- Rummage sale, garage sale, sale of goods and other similar forms

E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, license and/or accreditation

- 1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).
- Standards Section (SS) of the concerned DSWD Field Office
- https://standards.dswd.gov.ph/wp-content/uploads/ 2022/10/DSWD-SB-GF-080_REV-01_APPLICATIO N-FOR-AUTHORITY-TO-CONDUCT-SOLICITATIO N-FUND-RAISING-CAMPAIGN.pdf
- 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).
- Standards Section (SS) of the concerned DSWD Field Office
- https://standards.dswd.gov.ph/wp-content/uploads/ 2022/10/DSWD-SB-GF-083_REV-01_PROJECT-P ROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf



3.	Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity (1 original copy).	 Applicant signed by the intended beneficiary/recipients or its head/authorized representative
	For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child	
	Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy). It applicable to Government encies and SWDAs with Valid A.	Applicant
5.	Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088- REV-01 Board-Reso lution.pdf
6.	Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy).	Applicant as issued by the concerned Field Office
7.	Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	 Standards Section (SS) of the concerned DSWD Field Office https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf



- Sample of additional specific requirements for each methodology to be used, such as:
 - a. Ticket, Ballots, Cards and similar forms
 - b. Donation Boxes, Coin Banks and other similar forms
 - Benefits show such as fashion show, concert and similar activities
 - d. Photo or Painting Exhibits and similar activities
 - e. Written request such as envelops, letters of appeal, greeting cards and similar forms
 - f. Text message, e-mail, online post and other types of solicitation using electronic devices
 - g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms
 - h. Sport activities for a cause such as fun run, marathon, cycling and similar activities
 - Rummage sale, garage sale, sale of goods and other similar forms

Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
 Secure a copy of the application documents 	1.1 Provide a copy of the application documents	None	Not Applicable (NA)	Regional Director DSWD Field Offices	
2. Submit a filled-out application form and supporting document to the Field Office Standards Section.	2.1 Receive submitted application documents, log its receipt in the DTMS, assign a DRN and route to the Incoming Support Staff of SCMD	None	15 minutes	Regional Director DSWD Field Offices	
	2.2 Review the completeness and correctness of the submitted application documents based on the checklist	None	30 minutes	Regional Director DSWD Field Offices	
	2.2.1 If complete, forward application documents to the Standards Section Support Staff, for tracking	None	10 minutes	Regional Director DSWD Field Offices	
	2.2.2 If incomplete, provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements and provide applicant with checklist of requirements	None	25 minutes	Regional Director DSWD Field Offices	



3. Receive reference number for tracking	3.1 Receive application documents and logs its receipt into the document tracking system	None	5 minutes	Regional Director DSWD Field Offices
	3.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	Regional Director DSWD Field Offices
	3.3Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	Regional Director DSWD Field Offices
	3.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	Regional Director DSWD Field Offices
4. Pay Processing Fee at the Cash Section	4.1 Receive payment and Provide OR to the client	PhP 500.00	15 minutes	Cash Section Chief Cash Section
5. Submit the Official Receipt for attachment to the application	5.1 Receive the photocopy of the official receipt for the processing fee and attach the same to the application documents	None	3 minutes	Regional Director DSWD Field Offices



	5.2 Route the complete application documents including photocopy of official receipt to the Head of the Standards Section/Policy and Plans Division Chief	None	7 minutes	Regional Director DSWD Field Offices
6. Wait for the result of the application	6.1Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	10 minutes	Regional Director DSWD Field Offices
	6.2 Endorse the application documents to the concerned Standards Section Technical Staff, for appropriate action	None	5 minutes	Regional Director DSWD Field Offices
	6.3 Receive the application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 day	Regional Director DSWD Field Offices



			D
6.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier	None	1 day	Regional Director DSWD Field Offices
If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.			
If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or			
submit lacking requirements			



6.5 Receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff. If found in-order, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature If found not in-order, provide comments/inputs/corrections and return the same to the technical staff	None	4 hours	Regional Director DSWD Field Offices
6.6 Log receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 minutes	Regional Director DSWD Field Offices
6.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief	None	10 minutes	Regional Director DSWD Field Offices



6.8 Receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. If found in-order, endorse the same to the Office of the Regional Director for approval and signature If found not in-order, return the same to the Standards Section for proper action	None	2 days	Regional Director DSWD Field Offices
6.9 Log receipt to the Document Tracking System for routing to the Regional Director	None	10 minutes	Regional Director DSWD Field Offices
6.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign to the Regional Director	None	10 minutes	Regional Director DSWD Field Offices



6.11 Review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign If found in order, approve the application for solicitation permit and sign the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action	None	2 days	Regional Director DSWD Field Offices
6.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section	None	10 minutes	Regional Director DSWD Field Offices
6.13 Track /receive and send advanced copy of the Solicitation Permit, Conforme Letter to the applicant through email.	None	10 minutes	Regional Director DSWD Field Offices



	6.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division 6.14.1 Coordinate with the applicant for the pick-up of the Solicitation Permit	None	5 minutes	Regional Director DSWD Field Offices	
7. Receive the Solicitation Permit through mail/courier or pick-up at the field office and accomplish the Client Satisfaction Measurement Survey Form	7. Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	Regional Director DSWD Field Offices	
	7.2 Administerthe Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices	
	Total No. of Days	PhP500.00	Seven (7) Days		
•	te but Non-Compliant or Incomplete Submission:	PhP500.00	Three (3) Days		
	ncomplete Submission:	None	25 minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
Secure a copy of the application documents	1.1 Provide the client with application documents	None	Not Applicable (NA)	Regional Director DSWD Field Offices	



2. Submit filled-out application documents to the Field Office Standards Section. and receive reference number for tracking	2.1 Receive application documents and log receipt into the document tracking system	None	5 minutes	Regional Director DSWD Field Offices
	2.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	Regional Director DSWD Field Offices
	2.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	Regional Director DSWD Field Offices
	2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	Regional Director DSWD Field Offices
3. Pay Processing Fee at the Cash Section	3.1 Receive payment and provide official receipt to the client	PhP500.00	15 minutes	Section Chief Cash Section
4. Wait for the result of the application	4.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	30 minutes	Regional Director DSWD Field Offices



4.2 Endorso application	None	10 minutos	Pegional Director
4.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action	None	10 minutes	Regional Director DSWD Field Offices
4.3 Receive application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 Day	Regional Director DSWD Field Offices
4.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct FundRaising Campaign and Conforme Letter and endorse the same to the Section Head for review. If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or	None	1 Day	Regional Director DSWD Field Offices



submit lacking requirements			
4.5 Assigned Focal Person shall receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff. If found in-order, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature If found not in-order, provide comments/inputs/ corrections and return the same to the technical staff	None	4 Hours	Regional Director DSWD Field Offices
4.6 Log its receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 Minutes	Regional Director DSWD Field Offices
4.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief	None	2 Days	Regional Director DSWD Field Offices



4.8 Concerned Division Chief shall receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. If found in-order, endorsed the same to the Office of the Regional Director for approval and signature. If found not in-order, return the same to the Standards Section for proper action	None	20 Minutes	Regional Director DSWD Field Offices
4.9 Log its receipt to the Document Tracking System for routing to the Regional Director	None	20 Minutes	Regional Director DSWD Field Offices
4.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Regional Director	None	30 Minutes	Regional Director DSWD Field Offices
4.11 The Regional Director shall review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign If found in order, the Regional Director approves application for solicitation permit and signs the prepared	None	2 Days	Regional Director DSWD Field Offices



	Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action			
	4.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section.	None	20 minutes	Regional Director DSWD Field Offices
	4.13 Track/receive and send advanced copy of the Solicitation Permit, Conforme Letter and Client Satisfaction Measurement Form to the applicant through email		1 hour	Regional Director DSWD Field Offices
	4.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division Note: The Standards Section Support Staff shall coordinate with the applicant for the pick-up of the Solicitation Permit		20 minutes	Regional Director DSWD Field Offices
5. Receive the approved Solicitation Permit	5.1 Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None None	5 minutes 5 minutes	Regional Director DSWD Field Offices



6. Fill out the Client Satisfaction Measurement Survey Form	6.1 Administer the applicant the Client Satisfaction Measurement Form (either online or paper-based)			
	ГОТАL:	PhP500.00	7 days	
	t Non-Compliant or te Submission:	PhP500.00	3 days	
Incomple	Incomplete Submission:		1 day	

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

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

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

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



1.	Duly Accomplished Application Form signed by the applicant person (1 original copy)	 Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf
2.	Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, signed by the applicant person (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposal https://standards.dswd.gov.ph/wp-content/uploads/2022/ 10/DSWD-SB-GF-083 REV-01 PROJECT-PROPOSAL- FOR-SOLICITATION-ACTIVITY.pdf
3.	Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 7 – DSWD-SB-PSF-006: Undertaking during State of Local Emergency/Calamity https://standards.dswd.gov.ph/wp-content/uploads/2022/ 10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURIN G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
4.	Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC_2021-005. pdf Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
5.	Additional Requirements a. Two valid government issued Identification Cards (IDs) (1 photocopy)	Applicant



b. Barangay Certification attesting to the applicant's integrity and capability to conduct a fundraising activity (1 original copy) c. Endorsement from the group the person is representing with (1 original copy).	
6. Sample of each methodology to be used in the solicitation activity (1 photocopy)	Applicant
7. Official Receipt as proof of payment of the processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 Photocopy copy)	Applicant
B. For Corporation, Organizat	ion or Association with SEC Registration
One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	 Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001:
2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation,	https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposal



approved by the Head of Agency (1 original copy) 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	 https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf https://www.dswd.gov.ph/issuances/MCs/MC2021-005.pdf Annex 7 – DSWD-SB-PSF-011: Undertaking https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf
5. Sample of each methodology to be used in solicitation activity (1 original copy)	Applicant
Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 photocopy)	Applicant
	cies including SWDAs and Religious Organizations
1. One (1) Duly Accomplished Application Form signed by the Head	Standards Section (SS) of the concerned DSWD Field Office
of Agency or his/her authorized representative (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form https://standards.dswd.gov.ph/wp-content/uploads/2022/ 10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AU THORITY-TO-CONDUCT-SOLICITATION-FUND-RAISIN G-CAMPAIGN.pdf



2. Project Proposal with Work and Financial Plan (WFP) for the intended solicitation activity, approved by the Head of Agency (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 5 – DSWD-SB-PSF-003: Project Proposal https://standards.dswd.gov.ph/wp-content/uploads/2022 /10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSA L-FOR-SOLICITATION-ACTIVITY.pdf
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf Annex 7 – DSWD-SB-PSF-011: Undertaking https://standards.dswd.gov.ph/wp-content/uploads/2022/ 10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURIN G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	 https://www.dswd.gov.ph/issuances/MCs/MC <u>2021-005.pdf</u> Annex 12 -DSWD-SB-PSF-011: Fund Utilization
5. Sample of each methodology to be used in solicitation activities (1 original copy)	Applicant
 Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management - Cash Unit (1 photocopy) 	Applicant

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



Facilitation Procedures for the Issuance of Regional Temporary Solicitation Permit at the Standards Section of the concerned DSWD Field Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Walk-In Applica				
Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	Not Applicable (NA). Application Form is readily downloadable
2.Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.0 0	10 minutes	Section Chief Cash Section
3. Submit/file application documents at the Field Office Standards Section	3.1 If Complete and Compliant: 3.1.1 Review completeness and correctness of submitted application documents.	None	10 minutes	Regional Director DSWD Field Offices
	3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	Regional Director DSWD Field Offices



	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	Regional Director DSWD Field Offices
	3.4 Endorse the Application Documents together with the Standards Section head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	Regional Director DSWD Field Offices
	3.5 If found incomplete or non-compliant,	None	2 hours	Regional Director DSWD Field Offices
	3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.			
	3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	2 hours Total of 4 Hours for incomplete/ non- compliant walk in applicants	Regional Director DSWD Field Offices
B. For Applications Se			Tal (A 12 11	No.
11.Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	Not Applicable (NA). Application Form is readily downloadable



2. Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.00	10 minutes	Section Chief Cash Section
3. Submit application documents through email/courier	3.1 If Complete and Compliant: 3.1.1. Reviews completeness and correctness of submitted applications documents.	None	10 minutes	Regional Director DSWD Field Offices
	3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	Regional Director DSWD Field Offices
	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	Regional Director DSWD Field Offices



3.4 Endorse the Application Documents together with the Standards Section Head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	Regional Director DSWD Field Offices
3.5 If found incomplete or non-compliant, 3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	4 hours	Regional Director DSWD Field Offices
3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	4 hours Total of 4 Hours for incomplete/ non- compliant applications sent via email/courier	Regional Director DSWD Field Offices

Note: Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.



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



4.3 Sign the assessment report with the complete application documents along with the prepared Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign and endorse the same to the Division Chief supervising the Standards Section	None	2 hours	Regional Director DSWD Field Offices
4.4 Endorse the same to the Office of the Regional Director with recommendation for approval and signature for the Permit/Certificate of Authority to Conduct Regional Fund Campaign	None	1 hours	Regional Director DSWD Field Offices



4.5 If found non-compliant to eligibility and documentary requirements	None	4 hours	Regional Director DSWD Field Offices
4.5.1 Return the application documents with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
4.6 Review and sign the letter citing reasons for disapproval simultaneously providing technical assistance to address non-compliance and/or submit lacking requirements.	None	4 hours	Regional Director DSWD Field Offices
4.7 The Regional Director shall review, sign & issue the Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign	·	4 hours	Regional Director DSWD Field Offices



6. Fill out the Client Satisfaction Measurement Form	utilization of solicited funds, submission of lacking requirements and post-facilitation reports 5.2 Issue the Regional Fundraising Campaign Authority/Solicitation Permit or the Denial Letter via email/courier or by pick up at the Field Office 6.1 Administer the Client Satisfaction Measurement Form (either online or	None	55 minutes 5 minutes	Regional Director DSWD Field Offices Regional Director DSWD Field Offices
	paper-based) TOTAL	PhP500.00	Complete and Compliant -	
	IOIAL	PnP500.00	Compliant - 2 Working Days	
		None	Complete but Non-Complia nt and/or Incomplete Submission - 1 Day	



None	Incomplete	
	Submission -	
	4 Hours	

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

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

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

Office or Division:	DSWD Field Office – Standards Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of SWD programs and services within the region			
CHECKLIST OF REQUIREMENTS				
Duly Accomplished and Notarized App Form (1 original copy)	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://standards.dswd.gov.ph/issuances/ es/ (DSWD-SB-GF-111_REV 00_Application Form for Licensing — Already Operation)			
 Manual of Operation containing the program and administrative policies, program and strategies to attain its purpose/s others (1 original copy) 	cedures <u>es/</u>			



3. Staff Complement Requirement of Employees and Volunteers

For <u>Social Work Agency</u>, to consider the following staff requirement:

- 1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management
- 2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent 3. For Center Based (Non-Residential Based) to observe at least one full-time social worker to drop in center, processing center and vocational rehabilitation center while for senior citizens' center and the like, a part-time social worker is considered.
- 4. For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region:
- 4.1. Graduate of bachelor Degree in Social Work or Community Development or
- 4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development For Auxiliary SWDA, at least one (1) full time staff who will manage its operation
- 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 (1 photocopy)
- 5. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 Photocopy)

 *Applicable to those operating more than six (6) months prior application to DSWD

 **Not applicable to Public SWDAs
- 6. Copy of the valid Safety Certificates:

https://standards.dswd.gov.ph/issuances/ DSWD-SB-GF-064_REV
 01 PROFILE OF EMPLOYEES

From DSWD or training agency

 Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307



- a. For Center Based (Residential Based and Non-Residential Based)
 - i. Occupational permit (only for new buildings) or Annual Building Inspection Certificate (for old building)
 - ii. Fire Safety Inspection Certificate
 - iii. Water Potability Certificate or Sanitary Permit
- b. For Community Based
 - i. Fire Safety Inspection Certificate
- 7. ABSNET Membership (1 original or Photocopy)
 Certification from the Regional ABSNET (RAB)
 President or Chairperson of the Cluster
 ABSNET (CAB) or the authorized ABSNET
 Officer attesting the active ABSNET
 membership of the applicant SWDA.
 - *Undertaking for new applicant organization
- 8. Duly signed Work and Financial for the two (2) succeeding years (1 original copy)
- Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 original copy)
- Annual Accomplishment Report of the previous year (1 original copy)
 *If no latest submission with the DSWD
- 11. The Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and a financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less that Php 600,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice. (1 Photocopy)

- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation
- 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
- Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
- ABSNET Cluster where the applicant belongs or https://standards.dswd.gov.ph/issuanc es/ DSWD-SB-GF-065_REV-01_ABSNET Active Membership Certification

- https://standards.dswd.gov.ph/issuances/
 es/ DSWD-SB-GF-54_REV-01_Work and Financial Plan
- Applicant's office record



- 12. For applicant with past and current partnership with the DSWD: Certification from the concerned DSWD Office that the applicant is free from any financial liability/obligation (1 original copy)
- https://standards.dswd.gov.ph/issuanc es/ DSWD-SB-GF-051_REV-01_Annual Report
- BIR or SEC and for Financial Report template: https://standards.dswd.gov.ph/issuanc es/ DSWD-SB-GF-053_REV-01_Financial Report
- https://standards.dswd.gov.ph/issuanc es/ DSWD-SB-GF-055_REV-01_Certificat ion Free from Financial Liability

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on Memorandum Circular No. 21 series of 2022 entitled "Amendment of MC No. 17 s. 2018 entitled Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development (SWD) Agencies and Accreditation of SWD Programs and Services".

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Proce	dures for Walk-in App	plicants		
Submit the application and supporting documents.	1.1 Receive the documentary requirements and provide the applicant	None	10 minutes	Regional Director DSWD Field Offices



	organization with an application reference number for easy tracking and reference			
	1.2 Determine whether the submitted documents are complete.	None	20 minutes	Regional Director DSWD Field Offices
	If complete, provide the organization an acknowledgeme nt receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.			
	If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
Pay the required processing fee.	2.1 Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*25 minutes	Section Head Cash Section



		2.2 Process the payment and issue Official Receipt.	PHP 1,000.00	*10 minutes	Section Head Cash Section
3.	Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*20 Minutes	Regional Director DSWD Field Offices
		3.2 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the Criteria based on MC 21 series of 2022.	None	2 working days	Regional Director DSWD Field Offices
		If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
		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.			
	3.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Regional Director DSWD Field Offices
Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	Regional Director DSWD Field Offices
5. Participate in the conduct of the Validation visit.	5.1 Conduct of Validation visit	None	1 working day per agreed schedule	Regional Director DSWD Field Offices
	5.2 Prepare Confirmation Report If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. If not favorable, the Technical Staff shall detail the Assessors Findings in a report.	None	3 working days	Regional Director DSWD Field Offices
	5.3 Approval and Endorsement of the Section/Division Chief to Regional Director	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief



Regional Director If favorable, for approval and signature of the Certificate of License to Operate. 6. Receive the License to Operate. 6. Regional Director Offices Offices Offices None Client satisfaction form. (direct pick-up or courier) 6. Administer the Client Satisfaction Survey Form (either online or paper-based) TOTAL: PHP 1,000.00 For Complete and Compliant		If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.			
to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey. Confirmation Report and notify the availability of the License to Operate for release through preferred means of delivery indicated in the application form. (direct pick-up or courier) 6.2 Administer the Client Satisfaction Survey Form (either online or paper-based) TOTAL: PHP 1,000.00 minutes (depending on the choice of the applicant) None S minutes Regional Direct DSWD Fie Offices		If favorable, for approval and signature of the Certificate of License to Operate.	None	Unfavorable; 2 days	
Client Satisfaction Survey Form (either online or paper-based) TOTAL: PHP 1,000.00 PSWD Fie Offices	to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction	Confirmation Report and notify the availability of the License to Operate for release through preferred means of delivery indicated in the application form. (direct pick-up or	None	minutes (depending on the choice of the	Regional Director DSWD Field Offices
1,000.00 and Compliant		Client Satisfaction Survey Form (either online or	None	5 minutes	Regional Director DSWD Field Offices
Days		TOTAL:		-	
None For Unfavorable Result - 17 Working Days B. Processing Procedures of Applications submitted at Standards Section through the standards of the standards o					



1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of concerned DSWD Field Office	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office and route to the Assigned Technical Staff.	None	15 minutes	Regional Director DSWD Field Offices
	1.1.1 Review the submitted documents as to completeness and compliance. The submitted documents must satisfy the criteria based on MC 21 series of 2022. If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.	None	2 working day	Regional Director DSWD Field Offices
	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.			
2.	Pay the required processing fee.	2.1 If found both complete and compliant, notify the applicant organization that they have to settle their processing fee. 2.1.1 Inform the applicant	PHP 1,000.00	15 minutes	Regional Director DSWD Field Offices
		organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt. Field Office: The Administrative staff shall prepare Billing Statement and instruct the applicant to proceed to Field Office Cashier Section.			
		Note: The processes shall only take place once the applicant organization settled its payment.			
3.	Provide the DSWD Standards Section the copy of the Official Receipt	3.1 Acknowledge the copy of Official Receipt from the SWDA.	None	20 Minutes	Regional Director DSWD Field Offices



	(OR) through the following: a. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the Organization_Copy of OR for Licensing. b. Hand-carry the Photocopy of Official Receipt	For the copy of OR sent through email: the Administrative Staff managing the Official email of the Standards Section shall acknowledge its receipt. For the copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.	Naza		Do visco de Divertos
	c. Courier the Photocopy of Official Receipt	3.2 Review and approval of the Acknowledgement Letter including its attachments.	None	3 days	Regional Director DSWD Field Offices
4.	Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, schedule of validation visit shall be confirmed	None	1 day	Regional Director DSWD Field Offices
5.	Participate and assist the Assessor during the conduct of Validation visit.	5.1 Conduct of validation visit	None	1 day per agreed schedule	Regional Director DSWD Field Offices
		5.2 Prepare Confirmation Report If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.	None	3 days	Regional Director DSWD Field Offices



	If not favorable, the Technical Staff shall detail the assessor's findings in a report. 5.3 Approval of the Section Head/Division Chief 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	Regional Director DSWD Field Offices
	If favorable, for approval and signature of the License to Operate.		Favorable; 3 working days Unfavorable; 1 day	Regional Director DSWD Field Offices
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	Regional Director DSWD Field Offices
	6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
TOTAL: For Complete and Compliant:		PHP	20 working	
For Incomplete Submission:		1,000.00 None	days 17 working days	



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

7. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

Office or Division:	DSWD Field Office - Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
	G2G - Government to Government	
Who may avail:	New applicant Registered and Licensed SWDA	
	operating within the region.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
A. Basic Documents		
Duly Accomplished and Notarized Application Form (1 original copy)	 Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) (kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx 	
Pre-accreditation assessment a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 original copy)	Memorandum Circular No. 21 s. 2022 https://standards.dswd.gov.ph/wp-content/up loads/2023/03/MC_2022-021-Amended-of-MC-No17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf	



 b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).

Assessment Tools

For Residential:

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Community-Based:

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx

For Non-Residential Based https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx

For Senior Citizens Center

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx

For Child Placement Services
https://standards.dswd.gov.ph/wp-content/uploa/ds/2023/05/DSWD-SB-GF-103_REV-00_ASSESMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc

For Special Drugs Education Center https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106 REV-00 ASSE SSMENT-TOOL-FOR-THE-ACCREDITATION-O F-SPECIAL-DRUGS-EDUCATION-CENTER.do cx



For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx

For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services

https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx

For NVRC, AVRC and other Centers Providing Similar Programs and Services https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx

- Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)
- Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)
- https://standards.dswd.gov.ph/wp-content/upload s/2023/08/DSWD-SB-GF-049_REV-01_MANUAL -OF-OPERATION.docx
- The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097 REV-00 APPLIC ATION-FORM-FOR-ACCREDITATION-OF-SWD. docx



Note: The first 2 Basic Documents are needed if only there is an update or amendment on documents recently submitted to the DSWD Standards Section. For Applicant SWA's implementing Child Placement Services: 5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification). B. Documents Establishing Corporate Existence and Regulatory Compliance 6. Certification of no derogatory Securities Exchange Commission (SEC) information issued by SEC (for Company Registration and Monitoring those operating more than six (6) Department Secretariat Building, PICC Complex, months upon filina of the Roxas Boulevard, Pasay City, 1307 application Photocopy (1 Certification) (not applicable for Public SWDA) 7. For Center Based (Residential) Community and Based (Non-Residential Based), Copy of the valid safety certificates namely: a. Occupancy permit (only for City/Municipal Engineering Office of Local new buildings) or Annual Government Unit covering the SWDAs area of Building Inspection operation Certificate (for old buildings) (1 photocopy of Certificate) Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering b. Fire Safety Inspection the SWDAs area of operation Certificate Water (1 photocopy of Certificate) City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or

Private Service Provider



	<u> </u>
c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)	
C. Documents Establishing Track Re	ecord and Good Standing
-	
8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate)	https://standards.dswd.gov.ph/wp-content/upload s/2023/08/DSWD-SB-GF-065 REV-01 ABSNET -Active-Membership-certification.docx
For RAB President, the Standards Section shall be the one to issue the required certification.	
9. Work and Financial Plan for the two (2) succeeding years (1 original copy).	 https://standards.dswd.gov.ph/wp-content/uploa ds/2023/08/DSWD-SB-GF-054_REV-01_Work-a nd-Financial-Plan.docx
10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)	1 1
11. Annual Accomplishment Report of the previous year (1 photocopy)	https://standards.dswd.gov.ph/wp-content/uploa ds/2023/08/DSWD-SB-GF-051_REV-01_Annual -Report.docx
12. Audited Financial Report of the previous year (1 photocopy)	For Public SWDA, Copy of Consolidated Annual Audit Report;
	 For Licensed SWA, Copy of Audited Financial Statement duly received by BIR or SEC.



	 https://standards.dswd.gov.ph/wp-content/upload s/2023/08/DSWD-SB-GF-053_REV-01_Financial -Report.docx
13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).	Certification from DSWD Office that the applicant is free from any financial liability/obligation
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt)	Cashier Division, DSWD Central/Field Offices

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form thru the DSWD Website/ Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	Regional Director DSWD Field Offices
2. Submit the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receive the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	25 minutes	Regional Director DSWD Field Offices
3. Await the result of the documents review and notice of	3.1 Conduct desk review of the documentary	None	6 days	Regional Director DSWD Field Offices
pre-accreditation assessment.	requirements:	None	7 hours 30 minutes	



		1		
	3.2 Desk Review:			
	If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment; If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted			
4. Receive the acknowledgment letter from the DSWD Field Office: Note: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office. If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit	4.1 Prepare necessary documents: pre-assessment tool, powerpoint presentation, special order, etc.	None	Not Applicable (Depends on the SWDA)	Regional Director DSWD Field Offices



the lacking				
requirements. 5. Participate in the conduct of pre-accreditation assessment	5.1 Conduct the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients 5.1.1 Interview with the staff 5.1.2 Review of documents 5.1.3 Ocular Inspection 5.1.4 Action Planning/ Exit Conference	None	2 days	Regional Director DSWD Field Offices
6. Wait for the result of the assessment.	6.1 Prepare Confirmation Report	None	4 days	Regional Director DSWD Field Offices
	6.2 Review and approval of the confirmation report	None	4 days	Regional Director DSWD Field Offices
	6.3 Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.	None	3 working days	Regional Director DSWD Field Offices



7. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit it to DSWD Field Office.	6.4 If the result of the pre-accreditation is not favorable, prepare a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA. 7.1 Administer the Client Satisfaction Form (either online or paper-based)	None	3 working days 5 minutes	Regional Director DSWD Field Offices Regional Director DSWD Field Offices
	TOTAL Social Work Agency:	None	20 working days	
S	Senior Citizen Center:	None	19 working days	

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

8. Registration of Private Social Welfare and Development Agencies Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section				
Classification:	Complex				
Type of Transaction:	G2C - Government to Client				
	G2G - Government to Government				
Who may avail:	Any private Social Welfare and Development Agency that				
	implements or intends to engage in Social Welfare and				



	nt (SWD) activities whose coverage or areas of within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assessment Procedures for Walk-in A	Applicants
Duly Accomplished and Notarized Application Form (1 original copy)	 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://standards.dswd.gov.ph/issuances/(DSW D-SB-GF-100-REV-00_Application Form for Registration)
2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)	 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)
Photocopy of any of the following: a. Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-049_REV-01_Manual of Operations)
b. Brochurec. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	 https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-050-REV 01_GUIDE IN THE PREPARATION OF BROCHURE) https://standards.dswd.gov.ph/issuances/ (DSWD-SB-GF-054_REV-01_Work and Financial Plan)



4. Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 (1 Photocopy only)

Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant should comply with the RA 10847 criteria that it is engaged mainly or generally in social welfare and development activities prior to issuance of Certificate of Registration.

CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
A Pro Pogistration	Procedures for Walk-i	BE PAID	TIME	RESPONSIBLE
Submit the application and supporting documents.	1.1 If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	20 minutes	Regional Director DSWD Field Offices
	1.2 Log its receipt in the document tracking system (DTMS). 1.2.1 Provide the walk-in applicant with a document reference number for easy tracking.	None	10 minutes	Regional Director DSWD Field Offices
	1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant	None	30 minutes	Regional Director DSWD Field Offices



	Organization's compliance.			
2. Pay the processing fee	2.1 Prepare billing statement	None	10 minutes	Cash Section Head Cash Section
	2.2 Process payment and issue Official Receipt.	₱1,000.00	20 minutes	Cash Section Head Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Attach the photocopy of the official receipt of the processing fee.	None	30 minutes	Regional Director DSWD Field Offices
4. Wait for the processing of the application	4.1 Route to Standards Section the Application Documents	None	30 minutes	Regional Director DSWD Field Offices
	4.2 Receive incoming applications and assign them to concerned technical staff.	None	5 hours	Regional Director DSWD Field Offices
	4.3 Conduct a desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2022.	None	3 days and 7 hours	Regional Director DSWD Field Offices
	If complete and compliant, notify the			



	applicant SWDA on the payment for processing fee. If incomplete, prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement. 4.4 Preparation of	None	1 day	Regional Director
	the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA)		j	DSWD Field Offices
	4.5 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	1 day	Regional Director DSWD Field Offices
5. Receive certificate thru pick-up and accomplish the Client satisfaction survey.	5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS.	None	30 minutes	Regional Director DSWD Field Offices
	5.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	30 minutes	Regional Director DSWD Field Offices
For Co	TOTAL omplete and Compliant:	PHP 1,000.00	7 working days	
For	Incomplete Submission Walk-in: Courier:	None	30 Minutes 2 days	



CLIEN'	T STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
togethe prescrib docume requirer through Courier respect	tion Form r with the ped entary ments Mail or to:	1.1 Receive the document and log its receipt into the document tracking system.	None	15 minutes	Regional Director DSWD Field Offices
Wait for process applicat	sing of the	2.1 Endorse the document to Section Head.	None	15 minutes	Regional Director DSWD Field Offices
		2.2 Receive incoming applications and assign them to concerned technical staff.	None	30 minutes	Regional Director DSWD Field Offices
		2.3 Provide notes/ instructions for action to concerned technical staff.	None	30 minutes	Regional Director DSWD Field Offices
		2.4 Review the submitted documents as to completeness and compliance, both in form and substance.	None	4 days	Regional Director DSWD Field Offices
		If complete and compliant, notify the SWDA on the payment for processing fee.			



	If incomplete, an acknowledgement letter with a checklist of requirements shall be returned to the applicant. 2.5 Prepare the	None	6 hrs	Regional Director
	Confirmation Report with attached certificate of Registration in Security Paper (SECPA) and duplicate copy	None	01110	DSWD Field Offices
	2.6 Review and provide inputs and endorse the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.	None	1 day	Regional Director DSWD Field Offices
	2.7 Approval of the Registration Certificate	None	1 day	Regional Director DSWD Field Offices
3. Receive the Certificate, and confirmation letter through mail or pick-up at the field office and accomplish the Client Satisfaction Survey Form	3.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	20 minutes	Regional Director DSWD Field Offices



3.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	10 Minutes	Regional Director DSWD Field Offices
TOTAL For Complete and Compliant:	PHP 1,000.00	7 working days	
For Incomplete Submission Walk-in: Courier:	None	30 Minutes 2 days	

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

FEEDBAC	FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback and/or complaints	Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it at the designated drop box of the PACD, or fill up the link provided in the email response from the DSWD inquiry or 8888 email.				
	Contact info: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or thru email inquiry@dswd.gov.ph .				
	The designated Technical Staff shall compile and record all feedback submitted.				
How feedbacks are processed	For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.				
	The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned OBSUs.				
	For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph .				



	Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Inquiry email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information:		
How to file a complaint	Name of person being complainedIncidentEvidence		
	For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph and http://i-grs.dswd.gov.ph/ .		
	The Agency Operations Service (AOS) shall evaluate the complaints received daily. The designated Technical Staff shall coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.		
How complaints are processed	If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report to the AOS Director for information and further instruction.		
	The designated Technical Staff shall give feedback to the client/s.		
	For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: inquiry@dswd.gov.ph .		
Contact Information of CCB, PACe, ARTA	Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.		
	Presidential Action Center (PACe) pace@op.gov.ph		



Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621
Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565

LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-2239 Local No.: 10046, 10256, 10255 Email: osec@dswd.gov.ph
Office of the Undersecretary for General Administration and Support Services Group (GASSG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10317, 10336, 10337 Email: ousgassg@dswd.gov.ph
Office of the Undersecretary for Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10004; 10002; 10003 Email: ousoperations@dswd.gov.ph
Office of the Undersecretary for Disaster Response Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-8123 Locals: 10250; 10035 Email: ousdrmg@dswd.gov.ph
Office of the Undersecretary for Policy and Plans Group (PPG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-61-47 Locals: 10335, 10333, 10334, 10332 Email: ousppg@dswd.gov.ph
Office of the Undersecretary for Standards and Capacity Building (SCBG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10341; 10314 Email: ousscbg@dswd.gov.ph



Office	Address	Contact Information
Office of the Undersecretary for National Household Targeting System and Pantawid Pamilyang Pilipino Program (4Ps)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10033 Email: ous_nhts4ps@dswd.gov.ph
Office of the Undersecretary for Inclusive – Sustainable Peace and Special Concerns	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10034 Email: ousispsc@dswd.gov.ph
Office of the Undersecretary for Innovations	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-11 Locals: 10321, 10319, 10320, 10316 Email: ousinnovations@dswd.gov.ph
Office of the Undersecretary for Legislative Liaison and Coordination Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10001 Email: ousla@dswd.gov.ph
Office of the Undersecretary for International Affairs, Attached and Supervised Agencies (ASAs) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-79-16 Locals: 10047 Email: ouasa@dswd.gov.ph
Office of the Assistant Secretary for Strategic Communications	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-81-72 Locals: 10328, 10329 Email: oassc@dswd.gov.ph
Office of the Assistant Secretary for Policy and Plans	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10310 (Technical Concerns); 10311 (Appointments); 10312 (Records/Transactions follow-up) Direct Line: 8-931-63-66 Email: oasppg@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response and Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10323
Office of the Assistant Secretary for External Assistance and Development	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10110 Email: oasead@dswd.gov.ph



Office	Address	Contact Information
Office of the Assistant Secretary for the General Administration and Support Services Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10330 Email: oasfinance@dswd.gov.ph
Office of the Assistant Secretary for SCBG	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8931-6146 Locals: 10050, 10049, 10315 Email: oasscb@dswd.gov.ph
Office of the Assistant Secretary for Specialized Programs under Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Loc.: 10327; 10331 Email: oasspep@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs under Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10325; 10331 Tel. No.: 8-931-91-35 Email: oasstp@dswd.gov.ph
Office of the Assistant Secretary for Regional Operations under the Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10002 Email: oasro@dswd.gov.ph
Office of the Assistant Secretary for the National Household Targeting System and Pantawid Pamilyang Pilipino Program (NHTS-4Ps) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10282, 10227 Email: oas_nhts4ps@dswd.gov.ph
Office of the Assistant Secretary for Inclusive – Sustainable Peace and Special Concerns	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10041 Email: oasispsc@dswd.gov.ph
Office of the Assistant Secretary for Community Engagement	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines:8-931-79-16 Local: 10047 Email: uhcaguilar@dswd.gov.ph
Office of the Assistant Secretary for Innovations	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10148, 10289 Email: oasi@dswd.gov.ph
Office of the Assistant Secretary for e-Governance and Information and Technology (IT) Concerns /	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10347 Email: cio@dswd.gov.ph



Office	Address	Contact Information
Chief Information Officer under the Office of the Secretary		
Office of the Special Assistant to the Secretary (SAS) for Special Projects (SP) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Email: miblanada@dswd.gov.ph
Office of the Assistant Secretary for International Affairs, and Attached and Supervised Agencies (ASAs) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-9135 Locals: 10324; 10325 oasiasa.osec@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response Management under the Disaster Response Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8 851-26-81 Locals: 10166 Email: oasdrmg@dswd.gov.ph
Office of the Assistant Secretary for Partnerships Building and Resource Mobilization under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-81-01 to 07 Local: 10027 Email: partnerships@dswd.gov.ph
Policy Development and Planning Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-20 , 8-931-81-30 Locals: 10137, 10254, 10138 Email: pdpb@dswd.gov.ph
Standards Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-31-81, 8-355-28-43 Locals: 10074, 10077 Email: sb@dswd.gov.ph
Disaster Response Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8932-25-73 Locals: 10142; 10141 Email: drmb@dswd.gov.ph
Social Technology Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-24, 8-931-81-44 Locals: 10036, 10037,10260 Email: stb@dswd.gov.ph



Office	Address	Contact Information
Program Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-74-37, 8962-25-13, 8951-74-33, 8-931-81-01 to 07 Locals: 10278, 10143,10144 Email: pmb@dswd.gov.ph
Social Welfare Institutional Development Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-28-05 Locals: 10346, 10010, 10281 Email: swidb@dswd.gov.ph
National Resource and Logistics Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8 851-26-81 Locals: 10166 Email: nrlmb@dswd.gov.ph
Legal Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8952-2238 Locals: 10066, 10065 Email: legal@dswd.gov.ph
Internal Audit Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8952-9773 Locals: 10032, 10119 Email: ias@dswd.gov.ph
Digital Media Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10086, 10085 Direct Line: 8931-9143 Email: dms@dswd.gov.ph
Agency Operations Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10207; 10025, 10203 Email: aos@dswd.gov.ph
Traditional Media Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10206 Email: tms@dswd.gov.ph
Human Resource Management and Development Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Lines: 8-961-66-72, 8951-28-07 Locals: 10220, 10024 Email: hrmds@dswd.gov.ph
Information and Communication Technology Management Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10308; 10309 Email: ictms@dswd.gov.ph
Administrative Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-936-11-12, 8-951-7116 Locals: 10241, 10057, 10058, 10095, 10090, 10097 Email: admin@dswd.gov.ph, ecluz@dswd.gov.ph



Office	Address	Contact Information
Financial Management Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8931-8127, 8-951-71-18 Locals: 10055, 10064, 10247, 10120, 10245 Email: finance@dswd.gov.ph
Beneficiary FIRST (BFIRST) Project Management Unit	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10022, 10126 Email: bfirstpmusecretariat_grp@dswd .gov.ph
National Household Targeting System and Pantawid Pamilyang Pilipino Program (NHTS-4Ps) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10270,10268,10274 Email: oas_nhts4ps@dswd.gov.ph
National Household Targeting Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10270,10268,10274 Email: nhtspr.npmo@dswd.gov.ph
Sustainable Livelihood Program	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-2806 Locals: 10059; 10060 Email: livelihood@dswd.gov.ph
Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS) – National Program Management Office (NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-952-97-49, 8-931-81-01 to 07 Locals: 10117, 10121, 10013,10067 Email: kc@dswd.gov.ph, rdvillacorta@dswd.gov.ph, mcoacosta.kc@dswd.gov.ph
Pantawid Pamilyang Pilipino Program (4Ps) – National Program Management Office (NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10101, 10266, 10107 Email: gbgabuya@dswd.gov.ph / 4ps-npmo@dswd.gov.ph, rddagulo@dswd.gov.ph, msagpurugganan@dswd.gov.ph
Bangsamoro Umpungan sa Nutrisyon (BangUn) Program	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10192 Email: bangun@dswd.gov.ph



Office	Address	Contact Information
Enhanced Partnership Against Hunger and Poverty National Program Management Office (EPAHP NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10289 Email: epahpnpmo@dswd.gov.ph
Field Office I	Quezon Avenue, Sevilla, City of San Fernando, La Union	Tel/Fax: (072) 687-8000 Website: https://fo1.dswd.gov.ph
Field Office II	3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	Tel/Fax: (078) 304-05-86 Website: https://fo2.dswd.gov.ph
Field Office III	3M74+GJ3, San Fernando, Pampanga Government Center, Maimpis, City	Tel. No.: (045) 8-961-21-43 Local 108 Website: https://fo3.dswd.gov.ph
Field Office IV-A (CALABARZON)	1770 Alabang–Zapote Rd, Ayala Alabang, Muntinlupa, Metro Manila	Tel/Fax: (02) 807-71-02 Website: https://fo4a.dswd.gov.ph
Field Office IV-B (MIMAROPA)	1680 Benitez St, cor, 1004 Gen. Malvar St, Malate, Manila, Metro Manila	Tel. No.: (02) 8-525-24-45 Local 110 Website: https://fo4b.dswd.gov.ph
Field Office V	5Q92+4WQ, Legazpi City, Albay	Tel. No.: (052) 8-480-04-25 Website: https://fo5.dswd.gov.ph
Field Office VI	MGXX+72X, M.H del Pilar St, Molo, Iloilo City, 5000 Iloilo	Tel. No.: (033) 8-503-37-03 Direct Line: (033) 8-337-62-21 Website: https://fo6.dswd.gov.ph
Field Office VII	Corner M.J. Cuenco Ave & Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 8-231-21-72 Website: https://fo7.dswd.gov.ph
Field Office VIII	52F6+WG3, Palo, Leyte	Tel/Fax: (053) 321-30-90 Website: https://fo8.dswd.gov.ph
Field Office IX	W33J+C4G, General Vicente Alvarez St, Zamboanga, Zamboanga del Sur	Tel/Fax: (062) 991-10-01 Website: https://fo9.dswd.gov.ph
Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, 9000, Misamis Oriental	Trunkline: (088) 8-858-81-34; 8-858-89-59 Website: https://fo10.dswd.gov.ph



Office	Address	Contact Information
Field Office XI	36 D Suazo St, Poblacion District, Davao City, Davao del Sur	Tel/Fax: (082) 226-28-57 Website: https://fo11.dswd.gov.ph
Field Office XII	FVQ2+GM2, Poblacion, Koronadal City, South Cotabato	Tel. No: (083) 8-228-20-86 Website: https://fo12.dswd.gov.ph
Field Office NCR	389 San Rafael Street corner Legarda Street Sampaloc, Manila 1008	Tel. Nos.: (02) 8-733-00-10 to 14 Website: https://ncr.dswd.gov.ph
Field Office CARAGA	8600 R. Palma St, Butuan City, 8600 Agusan Del Norte	Tel. No.: (085) 303-86-20 Website: https://caraga.dswd.gov.ph
Field Office CAR	2600 North Dr, Baguio, Benguet	Tel/Fax: (074) 446-59-61 Website: https://car.dswd.gov.ph