

ISSUANCE OF REGIONAL SOLICITATION PERMIT/ CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION IN NORMAL SITUATION

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

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p style="margin-top: 10px;">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p style="margin-top: 10px;">Annex 2 - DSWD-SB-PSF-001: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p style="margin-top: 10px;">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p style="margin-top: 10px;">Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	<ul style="list-style-type: none"> • Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> • Applicant
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;



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	<p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment</p>
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">Applicant
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">Concerned LGU where the applicant is based.
B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>

<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

**C. For Non- Stock, Non-Profit Corporations, Organizations or Associations**

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">• Standards Section (SS) of the concerned DSWD Field Office• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant	<ul style="list-style-type: none">• Applicant
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none">• Applicant
5. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</p>
6. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf



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	Annex 10 - DSWD-SB-PSF-008: Board Resolution
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none">• Applicant
8. Pledge of Commitment	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf
	Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
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: <ol style="list-style-type: none">a. Director of Private Schoolsb. Schools Superintendent of Public Schoolc. 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 Denominationf. Others	<ul style="list-style-type: none">• Applicant
10. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report



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11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	• Applicant
12. 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 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
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	• Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	• Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;



	<p><u>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</u></p> <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">• <u>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</u> or;<u>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</u> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none">• Applicant
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">• Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">• <u>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</u> or;<u>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</u> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
6. 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 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	<ul style="list-style-type: none">• Applicant



<p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none">• Standards Section (SS) of the concerned DSWD Field Office• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none">• Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none">• Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or;



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	<p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">• Applicant
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
8. 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 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	<ul style="list-style-type: none">• Applicant
9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation,	<ul style="list-style-type: none">• Concerned LGU where the applicant is based.



Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
Step 1: Submit Application	<p>Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the concerned DSWD Regional Office</p> <p>a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail</p> <p>If complete, forward application documents to the Standards Section Support Staff, for tracking</p> <p>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical</p>	None	2 Hours	Nikki A. Alfante, SWO I Technical Staff- Standards Section

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i>			
Step Receives reference number tracking	2: a. Receives application documents and logs its receipt into the document tracking system b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail. c. Prepares billing statement for the payment of the processing fee to Cash Section d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field	None Section – DSWD Field Office	1 Hour	Jolibee B. Dagani, AA III- Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section
Step Payment of processing fee	Office <i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i> 3: a. Applicant proceeds to the PhP500.00 Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00 b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the	PhP500.00	1 Hour	Applicant Maria Genette Marban Cashier



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	receipt to the Standards Section c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office d. Waits for the release of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents			Applicant
Step 4: Submission of the OR attachment to the application	a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section	None	1 Hour	Vanissa S. Sumampong, Admin Aide I- Standards Section
<p>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 5: Waiting for the result of the application	<p>a. Provides written notes/instructions for appropriate action of the concerned Standards Section Technical Staff</p> <p>b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action</p> <p>c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit</p> <p>d. Acknowledges receipt of application documents and transmit it thru e-mail or courier</p> <p><i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the</i></p>	None	4 Hours	Archie D. Turtur, PDO III Section Head
		None	1 and 1/2 Days	Nikki A. Alfante, SWOI Standards Section

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	<p><i>gap and/or submit lacking requirements</i></p> <p>e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</p> <p>f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i></p> <p>g. Logs its receipt to the Document Tracking System</p>		1 Day 1 Hour	Archie D. Turtur, PDO III Standards Section Daniel Rey D. Lloren, AA III Division Chief Support Staff

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief			
	Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.		1 Day	Aldie Mae A. Andoy, SWO IV OIC-PPD Chief
	<i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i>			
	<i>If found not in-order, return the same to the Standards Section for proper action</i>			
	i. Logs its receipt to the Document Tracking System		30 Minutes	Janelee B. Entrada, Admin Aide IV Regional Director Support Staff
	j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director			
	k. The Regional Director reviews application documents including the prepared Solicitation		1 and 1/2 Days	Mari-Flor A. Dollaga Regional Director DSWD Field Office



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Permit/ Certificate of Authority to Conduct Fund Raising Campaign</p> <p><i>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance</i></p>			
	<p><i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i></p> <p>i. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p> <p>m. Endorse the same to the Standards Section Head, for further instructions</p> <p>n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section</p>		20 Minutes 1 Hour	<p>Daniel Rey D. Lloren, AA III Division Chief Support Staff</p> <p>Archie D. Turtur, PDO III Standards Section</p>

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Technical Staff for its release to applicant</p> <p>o. Receives approved application for solicitation permit and the signed Solicitation Permit/Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</p> <p>p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p>		4 Hours	Nikki A. Alfante, SWO I Standards Section Technical Staff



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 6: Receipt of the signed and approved Solicitation Permit	a. Issuance of the Solicitation Permit to the successful applicant b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office	None	10 minutes	Jolibee D. Dagani, AA III Standards Section Technical/Support Staff Applicant
Total No. of Days		₱500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	Three (3) Working Days	
Incomplete Submission:		None	30 minutes	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>