



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## CITIZEN'S CHARTER

2023 (10<sup>th</sup> Edition)



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## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge:**

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

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

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

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

## **LIST OF SERVICES**

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**Protective Services Division**

**Frontline Services**

## 1. Securing Travel Clearance for Minors Travelling Abroad (MTA)

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

<b>Office or Division:</b>	SWAD/Protective Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail:</b>	Filipino Minors Travelling Abroad
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. Documentary requirements for minor travelling alone for the first time</b>	
1. Duly accomplished Application Form	DSWD SWAD Office or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a> , <a href="https://www.dswd.gov.ph/eservices/">https://www.dswd.gov.ph/eservices/</a>
1. LSWDO/ SWAD Social Worker's assessment, when necessary (1 original)	Local Social Welfare and Development Office where the minor resides
2. PSA issued Birth Certificate (1 original and 1 photocopy)	Philippine Statistics Authority (PSA)
4. One (1) photocopy of PSA issued Marriage Contract (a) If parents are married: Marriage Certificate of Child's Parents on SECPA Copy issued by PSA (1 photocopy)	Philippine Statistics Authority (PSA)
(b) If parents are not married: Certificate of No Marriage/CENOMAR of child's parents on SECPA Copy issued by PSA (1 photocopy)	Philippine Statistics Authority (PSA)
(c) If with Legal Guardianship: Court Decision on Legal	Court that handles the Legal Guardianship petition,

Guardianship of the minor (1 photocopy)	
(d) If parents are Muslim: Talaaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or Religious Leader (1 photocopy)	Shariah Court or Religious Leader
(e) In case either or both parents of the minor are deceased, certified true copy of the death certificate/s of each of the parents on Security paper or SECPA (1 certified true copy)	Philippine Statistics Authority (PSA)
<p>4. Notarized (notarized at the place of residence) affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, permitting the minor to travel to a foreign country. In the absence of both parents or an appointed legal guardian, the relative's consent in the order of preference provided under Article 216 of the Family Code of the Philippines (Executive Order No. 209 as amended shall prevail (1 original copy)</p> <ul style="list-style-type: none"> <li>• Visa of parents if working abroad and for illegitimate or non-marital child, consent of maternal grandparents is needed.</li> </ul>	Law Office and Notarized at the place where the minor's parent/s resides/Philippine Embassy (if minor's parent/s are abroad)
5. Colored passport size photos (white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant

(2 original copies)	
6. Affidavit of support and certified copy of any evidence to show financial capability of sponsor (parents/legal guardian or other person/agency shouldering the expenses) such as: (1 photocopy)	Applicant
7. Certificate of Employment/Latest Income Tax Return/bank Statement (1 photocopy)	Applicant's Employer/Company Applicant's bank BIR
8. Unaccompanied Minor Certificate from the Airlines (1 photocopy)	Airline Company
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child (1 photocopy)	Applicant
10. Travel Certificate Fee PHP300.00 per minor for one-year validity and PHP600.00 per minor for two years validity	Applicant
<b>B. <i>For a succeeding travel of unaccompanied or travelling alone to a foreign country</i></b>	
1. Duly accomplished Application Form	DSWD SWAD Office or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a> , <a href="https://www.dswd.gov.ph/eservices/">https://www.dswd.gov.ph/eservices/</a>
2. Notarized affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, with a copy of the valid identification card with specimen signature (1 original copy)	Law Office and Notarized at the place where the minor's parent/s resides/Philippine Embassy (if minor's parent/s are abroad)
3. Previous Travel Clearance issued (1 original copy)	Applicant
4. Colored passport size photos (white, red or blue background) of the minor taken within the last	Applicant



six (6) months from the time of application. No scanned picture is allowed. (2 original copies)	
5. Unaccompanied Minor Certificate from the Airlines (1 photocopy)	Airline Company
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child (1 photocopy)	Applicant
7. Travel Certificate Fee PHP300.00 per minor for one-year validity and PHP600.00 per minor for two years validity	Applicant
<b>C. <i>Minor/s travelling for the first time with a person other than the parents or legal guardian</i></b>	
1. Duly accomplished Application Form	DSWD SWAD Office or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a> , <a href="https://www.dswd.gov.ph/eservices/">https://www.dswd.gov.ph/eservices/</a>
2. Birth Certificate of the Minor on SECPA Copy issued by PSA (1 photocopy)	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature; (1 original copy)	Law Office and Notarized at the place where the minor's parent/s resides/Philippine Embassy (if minor's parent/s are abroad)
4. Marriage certificate (SECPA) of the minor's parents or a certificate of legal guardianship, in the case of solo parent, a solo parent identification card from the LSWDO or a certification of being a solo parent (assessment report of the LSWDO as attachment) a court decree of separation, annulment or divorce, in case of illegitimate minor, a certificate of no	Philippine Statistics Authority (PSA)  Local Social Welfare and Development Office (for the Solo Parent ID)  Family Court

marriage from the PSA, if applicable; in case of deceased parent, a photocopy of the death certificate; (1 photocopy)	
5. Colored passport size photos (white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture will be accepted; (2 original copy)	Applicant
6. Passport of the travelling companion. (1 photocopy)	Minor's travelling companion
7. Travel Certificate Fee PHP300.00 per minor for one-year validity and PHP600.00 per minor for two years validity	Applicant
<b>D. <i>Minor/s travelling subsequently with a person other than the parents or legal guardian</i></b>	
1. Duly accomplished Application Form	DSWD SWAD Office or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a> , <a href="https://www.dswd.gov.ph/eservices/">https://www.dswd.gov.ph/eservices/</a>
2. Travel Clearance previously issued by DSWD Field Office (1 original copy)	Applicant
3. Notarized affidavit of consent from biological parents/guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature (1 original copy)	Law Office and Notarized at the place where the minor's parent/s resides/Philippine Embassy (if minor's parent/s are abroad)
4. Colored passport size photos (white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture will be accepted; (2 original copy)	Applicant

5. Passport of the travelling companion. (1 photocopy)	Applicant
6. Travel Certificate Fee PHP300.00 per minor for one-year validity and PHP600.00 per minor for two years validity	Applicant
<b><i>Additional requirements for minor/s-under special circumstances</i></b>	
<b><i>For Filipino minors migrating to another country</i></b>	
<b><i>For minors who will attend conference, study tours, Competition, Student Exchange Program, Summer Camp, pilgrimage, World Youth Day and Other related activities:</i></b>	
1. (a) Certification from sponsoring organization (1 photocopy)	Sponsoring Organization
(b) Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition) (1 photocopy)  (c) Signed Invitation from the Sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel. (1 photocopy)	Sports Agency
<b><i>Minors going abroad for Medical Purposes</i></b>	
1. (a) Medical Abstract of the minor (1 photocopy)	Attending Physician
(b) Recommendation from the Attending Physician that such medical procedure is not available in the country (1 photocopy)	Attending Physician

<b>Minors going Abroad for Inter-country Adoption</b>	
1. Placement Authority (1 photocopy)	Inter-country Adoption Board (ICAB) Office
2. Authority to Escort (1 photocopy)	Inter-country Adoption Board (ICAB) Office
<b>Minor under Foster Care</b>	
1. Notarized affidavit of undertaking by the Foster Parents indicating purpose of travel and a provision stating the commitment of the Foster Parent on the personal appearance of the child and Foster Parents to the Regional Director or his/her duly authorized representative, within 5 days upon return to the country; (1 photocopy)	Foster Parent
2. Notarized Affidavit of Consent (1 photocopy)	DSWD Regional Director or Authorized Representative
3. Foster Placement Authority (1 photocopy)	DSWD Field Office VII
4. Foster License of the Foster Parents (1 photocopy)	DSWD Field Office VII
5. DSWD Certification for CDCLLAA (Certification Declaring a Child Legally Available for Adoption) Except those under Kinship Care (1 photocopy)	DSWD Field Office VII
6. Return Ticket (1 photocopy)	Airlines Company
<b>Minor Under Legal Guardianship</b>	
1. Court Order on Legal Guardianship (1 photocopy)	RTC (Regional Trial Court)
<b>For Minors whose parents are Seafarers</b>	

1. Certification from the Manning Agency attesting to the parent's employment (1 photocopy)	Shipping Company
2. Seaman's book (1 photocopy)	Maritime Industry Authority or MARINA

***For Minor's with Alleged Missing Parent/s***

1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 photocopy)	Local Social Welfare Development Office (LSWDO)
2. Blotter Report from the locality of the last known address of the alleged missing parent (1 photocopy)	Local Police or Barangay of the alleged missing parent/s last known address
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 photocopy)	Post Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers information in MTA client's logbook	1. 1 Issues Service Sequence Number and Client Satisfaction Measurement Form  1.2 Advices client to proceed to the Social Worker for screening of documentary requirements	None	2 Minutes	<i>Admin Assistant</i>  Provincial SWAD Offices

2. Submits accomplished application form and documentary requirements for screening	2.1 Accepts and reviews the accomplished MTA application form and the authenticity of the presented documentary requirements.	None	10 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
	2.1.1 If the documents are complete, assigns control number on the application form.	None	2 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
	2.1.2 If the documents are incomplete, requests the client to comply the lacking documents. Provides the client the initial findings.	None	5 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
	2.2 Conducts interview and prepares assessment of the application. Review and approval of the supervisor of the assessment report	None	30 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices

	2.3 Approve/ Disapprove the application	None	2 Minutes	<i>Regional Director / Division Chief of Protective Services Division</i>
	2.4 If disapproved, provides the client with a written explanation stating the reasons of the disapproval.	None	10 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
	2.5 If Exempted, prepares the Certificate of Exemption for Approval of the Regional Director	None	5 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
	2. 6 If approved, fills-out the order of payment and advice the applicant to proceed to the cashier for payment	None	2 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
3.Pays the prescribe amount	3.1 Receives the order of payment and issues Official Receipt on the payment received	PHP 300.00 per minor for one-year validity  or	5 Minutes	<i>Cashier/Collecting Officer</i>  Cash Unit/ Provincial SWAD Offices

		PHP 600.00 per minor for two years validity		
4. Presents official receipt as proof of payment	4.1 Receives the official receipt	None	1 Minute	<i>Social Welfare Assistant/Social Welfare Officer II</i>
	4.2 Encodes the details of the minor of the Travel Clearance Certificate.	None	10 Minutes	Provincial SWAD Offices
	4.4 Releases the travel clearance certificate for a minor including the official receipt	None	1 Minute	
5. Claims the Travel Clearance Certificate/Certificate of Exemption, signs the logbook as proof that they have received the Travel Clearance Certificate /Certificate of Exemption and drops the filled out Clients Satisfaction Measurement Form into the designated CSM drop box	Logs information in the Travel Clearance logbook	None	5 Minutes	<i>Social Welfare Assistant/Social Welfare Officer II</i>  Provincial SWAD Offices
<b>TOTAL</b>		PHP300.00 per minor for one-year validity  or	<b>1 Hour and 30 Minutes</b>	



	PHP600.00 per minor for two years validity		
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Client Satisfaction Measurement Form is administered to clients who availed the service. This survey measures the client's satisfaction in the delivery of service.</p> <p>Feedback can also be sent through <a href="mailto:mta.fo7@dswd.gov.ph">mta.fo7@dswd.gov.ph</a> or <a href="mailto:proserv.fo7@dswd.gov.ph">proserv.fo7@dswd.gov.ph</a></p>
How feedbacks are processed	<p>The Minors Travelling Abroad Focal Person or Officer In-charge verifies the nature of feedback or queries received through Client Satisfaction Measurement Form or official e-mail address within three (3) working days upon receipt. The client will be notified through phone call or e-mail on the appropriate actions taken.</p>
How to file a complaint	<p>To file a complaint against Minors Travelling Abroad, provide the following details:</p> <ul style="list-style-type: none"> <li>• Full name and address of the complainant</li> <li>• Narrative of the complaint</li> <li>• Evidences</li> <li>• Name of the person being complained</li> <li>• Contact Number</li> </ul> <p>Send all complaints to:</p> <p>Director Shalaine Marie S. Lucero          DSWD Field Office VII          MJ Cuenco Corner Gen. Maxilom Ave.          Carreta, Cebu City          Or email at <a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a></p> <p>Complaints with incomplete details as indicated above shall not be entertained.</p>

<p>How complaints are processed</p>	<p>All complaints received against the Minors Travelling Abroad will be processed by the Grievance Committee of the Field Office. The Committee evaluates and determines the complaints received on a weekly basis. The Committee shall coordinate with the Minors Travelling Abroad Focal or Officer In-Charge to address the complaints. An investigation shall be held if deemed necessary.</p> <p>An incident report on the result of the investigation and action taken will be prepared by the Grievance Committee and will be submitted to the Regional Director for appropriate action.</p> <p>A response letter or feedback report addressed to the complainant will be prepared by the Committee for the appropriate action.</p> <p>All complaints will be responded in accordance to the Ease of Doing Business timeline.</p> <p>For follow-ups or queries, the contact information are as follows:          Telephone No: (032) 233-0261          Email: <a href="mailto:fo7@dswd.gov.ph">fo7@dswd.gov.ph</a></p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Contact Information of Contact Center ng Bayan (CCB)</p> <p>SMS :0908 881 6565          Call :165 56          P 5.00+VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email :email@contactcenterngbayan.gov.ph          Facebook :https://facebook.com/civilservicegovph/          Web :https://contactcenterngbayan.gov.ph/</p> <p>Contact Information of Presidential Complaint Center (PCC)</p> <p>Via email –email address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p>

	<p>Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Via facsimile thru Telefax No. +63(2)-87368621</p> <p>Via Telephone connections</p> <ol style="list-style-type: none"> <li>1. +63(2)-8736-8645</li> <li>2. +63(2)-8736-8603</li> <li>3. +63(2)-8736-8629</li> <li>4. +63(2)-8736-8621</li> </ol> <p>Contact Information of ARTA</p> <ul style="list-style-type: none"> <li>• <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></li> <li>• <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li>• 8478-5091 • 8478-5093 • 8478-5099</li> </ul>
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## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
SWAD Office Cebu	M.J. Cuenco Avenue Corner General Maxilom Avenue Extension, Barangay Carreta, Cebu City, Philippines, 6000	(032) 232-9505 loc. 17146 <a href="mailto:swadcebu.fo7@dswd.gov.ph">swadcebu.fo7@dswd.gov.ph</a>
SWAD Office Bohol	Pob. III 206 Miguel Parras St. Tagbilaran,	(038) 427 1405 <a href="mailto:swad-bohol.fo7@dswd.gov.ph">swad-bohol.fo7@dswd.gov.ph</a>
SWAD Office Negros Oriental	Nicolas K. Solon Bldng., door 11, Hibbard Avenue, Bantayan, Dumaguete City, Negros Oriental	035 (527-4734)-PLDT 035 (415-6220)-Globe <a href="mailto:swad-negor.fo7@dswd.gov.ph">swad-negor.fo7@dswd.gov.ph</a>
SWAD Office Siquijor	Tacdog, Siquijor, Siquijor	(035) 542 6605 <a href="mailto:swad-siq.fo7@dswd.gov.ph">swad-siq.fo7@dswd.gov.ph</a>