



Department of Social Welfare and Development

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2023 (1st Edition)



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER 2023 (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:

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

Regional Office

External Services

- I. Issuance of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization and Association applying for solicitation permits.
 1. Application for National Permit
 - 1.a Issuance of a National Temporary Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association during State of Emergency/Calamity.....06
 - 1.b Issuance of National Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation17
 2. Application for Regional Solicitation Permit
 - 2.a Issuance of Regional Temporary Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association during State of Emergency/Calamity.....26
 - 2.b Issuance of Regional Solicitation Permit/ Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation.....41
- II. Registration of Private Social Welfare and Development Agencies (SWDAs).
 1. Registration of Private Social Welfare and Development Agencies (SWDAs) – Operating in More than One Region.....61
 2. Registration of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region.....69
- III. Licensing of Private Social Welfare and Development Agencies (SWDAs)
 1. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in More Than One Region.....78
 2. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region.....93
- VI. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)
 1. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs).....109
 2. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private.....121
- VII. Accreditation of Civil Society Organizations (CSOs)
 1. Accreditation of Civil Society Organizations (CSOs): To Implement DSWD Projects and/or Program using DSWD Funds.....131

2. Accreditation of Civil Society Organizations (CSOs) - Organized by the Sustainable Livelihood Program (SLP).....	137
3. Accreditation of Civil Society Organizations (CSOs) – Non- SLP Organized.....	140
VIII. Accreditation of pre-Marriage Councilors.....	144
IX. Endorsement of Duty Exempt Importation of Donations to SWDAs.....	151
X. Accreditation of Social Worker Managing Court Cases.....	160

Standards Section External Service

ISSUANCE OF NATIONAL TEMPORARY SOLICITATION PERMIT/CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION DURING STATE OF EMERGENCY/CALAMITY

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Classification:	Thru a Fast Lane Established for the Purpose		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form	
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/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal	
3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit		<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)	

<p>4. Fund Utilization Report of proceeds and expenditures duly certified by the _____ agency's auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>5.1. Ticket, Ballots, Cards and similar forms</p> <p>5.2. Donation Boxes, Coin Banks and other similar forms</p> <p>5.3. Benefits show such as fashion show, concert and similar activities</p> <p>5.4. Photo or Painting Exhibits and similar activities</p> <p>5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>5.6. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>5.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> • Applicant
<p>6. 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.

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. Assessment Procedures for Walk-in Applicants				
Step 1: Submit Application Documents	1. Determine whether the submitted documents are complete. 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. 1.2. If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	10 minutes	<i>Support Staff</i> Standards Bureau DSWD Central Office
	2. Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office	None	40 minutes	<i>Section Head</i> Standards Bureau DSWD Central Office*
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <ol style="list-style-type: none"> 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director 	None	4 hours	<p><i>NFRC Focal Person –</i></p> <p>Standards Compliance and Monitoring Division (SCMD) -</p> <p>Standards Bureau</p> <p>DSWD Central Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements 1. 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.		2 hours	<i>NFRC Focal Person –</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<i>Section Head/ Division Chief</i> SCMD Standards Bureau DSWD Central Office*
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents 3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director	None	3 hours 10 minutes	<i>Section Head/ Division Chief</i> SCMD Standards Bureau DSWD Central Office*
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	<i>Office of the Bureau Director</i> Standards Bureau DSWD Central Office*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign 4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign 5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary Standards and Capacity Building Group (SCBG)</i> DSWD Central Office*
Step 6: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 7: Receive the Certificate	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Standards Bureau DSWD Central Office
TOTAL				
Complete and Compliant:		None	3 working days	
Complete and Non-Compliant Submission:		None	4 hours and 50 minutes	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through <u>Mail/Courier</u>				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Support Staff in-charge of incoming documents</i> Standards Bureau Central Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>3. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>4. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p>	None	4 hours	<p><i>NFRC Focal Person –</i></p> <p>Standards Compliance and Monitoring Division (SCMD) -</p> <p>Standards Bureau</p> <p>DSWD Central Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements b.1 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.		2 hours	<i>NFRC Focal Person</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
	b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<i>Section Head/ Division Chief SCMD</i> Standards Bureau DSWD Central Office*
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents 3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director.	None	3 hours 10 minutes	<i>Section Head/ Division Chief SCMD</i> Standards Bureau DSWD Central Office*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 4: Awaits the result of application	<p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)</p>	None	2 hours	<p>Office of the Bureau Director</p> <p>Standards Bureau DSWD Central Office*</p>
Step 5: Awaits the result of application	<p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p>	None	5 hours	<p>Undersecretary Standards and Capacity Building Group (SCBG)</p> <p>DSWD Central Office*</p>
Step 6: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<p>DSWD Secretary or Authorized Representative</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 7: Receive the Certificate	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Support Staff Standards Bureau DSWD Central Office
TOTAL				
Complete and Compliant:		None	3 working days	
Incomplete and/or complete but non-Compliant Submission:		None	4 hours and 50 minutes	

***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.**

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
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.

FEEDBACK AND COMPLAINTS MECHANISM	
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>

ISSUANCE OF NATIONAL 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/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G)

Who may avail:	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	
1. Duly Accomplished Application Form	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2: DSWD-SB- PSF-001: Application Form
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <i>*Not applicable to Government Agencies and SWDAs with Valid RLA</i>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. <i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)

4. 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.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies and SWDAs with Valid RLA.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6: DSWD-SB-PSF-004: Profile of Governing Board</p>
6. 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 of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> • From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.	<ul style="list-style-type: none"> • From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
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: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6 Others	<ul style="list-style-type: none"> • from the agency that allows applicant to undertake solicitation activities in their jurisdiction
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	<ul style="list-style-type: none"> • From the attending physician or Hospital Records Section
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • From the 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	<ul style="list-style-type: none"> • From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU

solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	
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)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)	<ul style="list-style-type: none"> • From the Applicant as issued by the concerned Field Office
15. 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.

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
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff Standards Section DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff Cash Division Finance Service Unit -

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				DSWD Field Office
STEP 3: Submit/file application documents	If Complete and Compliant: 1.1. Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	*15 minutes	<i>Focal Person</i> Standards Section DSWD Field Office
	If found incomplete or non-compliant, 1.1 <i>Communicate with the applicant citing reason/s for non-processing and denial.</i> 1.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	3 days	<i>Focal Person</i> Standards Section DSWD Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 4: Wait for the result of the assessment	1.1 Endorse complete application documents	None	7 days	<i>Focal Person</i> Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office			<i>Section/Section Head/Division Chief/Regional Director -</i> DSWD Field Office
	1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval	None	2 days, 6 Hours and 30 minutes	<i>Technical Staff</i> Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>Assistant Secretary</i> DSWD Central Office
	Note: If disapproved, return to the Standards			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Bureau and provide reason for disapproval</p> <p>1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p> <p>1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>2 days</p>	<p><i>Undersecretary</i> DSWD Central Office</p> <p><i>DSWD Secretary or Authorized Representative</i> DSWD Central Office</p>
	If disapproved to requirements:	<i>None</i>	<i>3 days</i>	<i>Technical Staff –</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</p> <p>1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</p>			<p>Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director</p> <p>-</p> <p>Standards Bureau DSWD Central Office</p>
STEP 5: Issuance of Permit	<p>1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter</p> <p>1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter</p> <p>1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.</p>	None	1 Hour and 30 minutes	<p>Focal Person Standards Compliance and Monitoring Division (SCMD)</p> <p>Division Chief, Bureau Director Standards Bureau DSWD Central Office</p>
TOTAL Complete and Compliant:		₱1,000.00	14 working days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Complete but Non-Compliant and/or Incomplete Submission:	₱1,000.00	Three (3) days	
	Incomplete Submission:	None	30 minutes	

**The number of minutes shall be included on the total 14 working days.*

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

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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	Contact Center ng Bayan (CCB) <i>email@contactcenterngbayan.gov.ph</i> before CSC (Civil Service Commission)- 0908-881-6565

ISSUANCE OF REGIONAL TEMPORARY SOLICITATION PERMIT/CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION DURING STATE OF EMERGENCY/CALAMITY

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

Office or Division:	Standards Section – DSWD Field Office	
Classification:	Complex Transaction	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity		
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 1 - DSWD-SB-PSF-001: 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. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</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 7 - DSWD-SB-PSF-006: Undertaking</p>
<p>4. 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-011: Fund Utilization Report</p>
<p>5. Additional Requirements for Persons</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p>	<ul style="list-style-type: none"> • Applicant
<p>7. 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</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

government per Anti-Terrorism Act of 2020.	
B. For Person/s representing an unorganized/unregistered group	
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency 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 Annex 2 - DSWD-SB-PSF-001: Application Form
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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<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 7 - DSWD-SB-PSF-006: Undertaking
4. Additional Requirements for Persons representing an informal/unorganized group a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity c. Endorsement Letter from the group the person is representing with	<ul style="list-style-type: none"> Applicant
5. 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

6. 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; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
7. 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.
C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations	
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 Annex 2 - DSWD-SB-PSF-001: Application Form
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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<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 7 - DSWD-SB-PSF-006: Undertaking

<p>4. Fund Utilization Report of proceeds and expenditures.</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 Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> 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 envelopes, 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
<p>7. 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</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

government per Anti-Terrorism Act of 2020.	
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	<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 Annex 2 - DSWD-SB-PSF-001: Application Form
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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<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 7 - DSWD-SB-PSF-006: Undertaking
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"> 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-011: Fund Utilization Report

<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> 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 envelopes, 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
---	---

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 for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
Step 1: Submission of Application	1. Determine whether the submitted documents are complete. <i>If complete</i> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of	PhP500.00	30 minutes	Standards Section Support Staff Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>application documents into the Document Tracking System.</p> <p>1.1. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for</p>	None	4 hours	NFRC Focal Person Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>endorsement to the Office of the Secretary</p> <p>2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p>			
Step 2: Awaits the result of Assessment	<p>Step 2b – If found non-compliant to eligibility and documentary requirements</p> <p>1. 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.</p>		2 hours	<i>NFRC Focal Person Standards Section – DSWD Field Office</i>
	<p>2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>		3 hours	<i>Standards Section Head/ Division Chief/Regional Director DSWD Field Office</i>
Step 3: Awaits the result of application	<p>4.1 Review and Sign assessment report with complete application documents</p>	None	3 hours	<i>Section Head Standards Section-Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief Policy and Plans Division-Field Office</i>
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative Field Office</i>
Step 6: Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Support Staff Standards Section – DSWD Field Office</i>
TOTAL				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Complete and Compliant:	₱500.00	Two (2) working days	
	Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	6 hours	
	Incomplete Submission:	None	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Support Staff Standards Section-Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p>	None	4 hours	NFRC Focal Person Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director 			
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements <ol style="list-style-type: none"> 3. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or 	None	2 hours	NFRC Focal Person Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submit lacking requirements.			
	4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	<i>Section Head/ Division Chief/Regional Director Field Office</i>
Step 3: Awaits the result of application	<p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p>	None	3 hours	<i>Section Head Standards Section-Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief Policy and Plans Division-Field Office</i>
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative Field Office</i>
Step 6: Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Support Staff Standards Section-DSWD Field Office</i>
TOTAL				
Complete and Compliant:		₱500.00	Two (2) working days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	6 hours	
	Incomplete Submission:	None	30 minutes	

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

*Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/ Calamities amidst **State of National Emergency** shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

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
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.

FEEDBACK AND COMPLAINTS MECHANISM	
	<ul style="list-style-type: none"> 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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

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 	

	<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 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. 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;

	https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
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; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
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 Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
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 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.</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 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)</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 Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<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 Annex 2 - DSWD-SB-PSF-001: Application Form
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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
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 Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board

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; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
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; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
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: <ul style="list-style-type: none"> 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 	<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; <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p>

	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U	<ul style="list-style-type: none"> • Applicant
12. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> 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 envelopes, 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
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.	<ul style="list-style-type: none"> • 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	<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 Annex 2 - DSWD-SB-PSF-001: Application Form
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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
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"> 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-011: Fund Utilization Report
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	<ul style="list-style-type: none"> Applicant

<p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <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>	
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
<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

4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> Applicant
5. 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 Annex 10 - DSWD-SB-PSF-008: Board Resolution
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; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report

<p>8. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> 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 envelopes, 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
<p>9. 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.

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				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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><i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i></p> <p><i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i></p>	None	2 Hours	Applicant
Step 2: Receives reference number for tracking	<p>a. Receives application documents and logs its receipt into the document tracking system</p> <p>b. Provides the applicant with document reference number for easy tracking</p>	None	1 Hour	Support Staff Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>either in person, courier or e-mail.</p> <p>c. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</p> <p><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></p>			
Step 3: Payment of processing fee	<p>a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00</p> <p>b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section</p> <p>c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office</p> <p>d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after</p>	PhP500.00	1 Hour	Applicant Cashier/ Support Staff Cash Section- Field Office Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	receipt of complete application documents			
Step 4: Submission of the OR for 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	<i>Support Staff Standards Section-Field Office</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 5: Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit d. Acknowledges receipt of application documents and transmit it thru e-mail or courier <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conformance Letter and endorse the same to the Section Head for review.</i> <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.</i>	None	4 Hours	Section Head Standards Section-Field Office
		None	1 and 1/2 Days	Technical Staff Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>5 series of 2021 to rectify the 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>1 Day</p> <p>1 Hour</p>	<p>Section Head Standards Section-Field Office</p> <p>Support Staff Policy and Plans Division- Field Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	g. Logs its receipt to the Document Tracking System			
	h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief		1 Day	<i>Division Chief</i> Policy and Plans Division-Field Office
	Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. <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>		30 Minutes	<i>Support Staff</i> Office of the Regional Director-Field Office
	i. Logs its receipt to the Document Tracking System			
	j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director		1 and 1/2 Days	<i>Regional Director</i> DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>k. The Regional Director reviews application documents including the prepared Solicitation 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>l. 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</p>		<p>20 Minutes</p> <p>1 Hour</p> <p>4 Hours</p>	<p><i>Support Staff</i> Policy and Plans Division-Field Office</p> <p><i>Section Head</i> Standards Section-Field Office</p> <p><i>Technical Staff</i> Standards Section-Field Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section 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>			

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	<i>Technical/ Support Staff</i> Standards Section-Field Office 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
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.

FEEDBACK AND COMPLAINTS MECHANISM	
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) – OPERATING IN MORE THAN ONE REGION

The process of assessing the applicant organization with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. One (1) original copy of Duly Accomplished Application Form	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/downloads-2/publications1/Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) photocopy of Updated Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
3. One (1) original copy of any of the following: <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/publications1/Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/publications1/Annex 9. DSWD-RLA-F009 Work and Financial Plan

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 Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form and other templates on Registration	Provide the client the copy of application form and	None		Support Staff Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
thru the DSWD Website/ Standards Bureau				
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted documentary requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	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. 1.2 Provides the walk-in applicant with document reference number for easy tracking 1.3 If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	*15 minutes	Support Staff in charge of all incoming documents Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 3: If complete, settle the required processing fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for the payment of the necessary fee or thru online at https://www.lbp-eservices.com/egps/portal/index.jsp Process payment and issued Official Receipt.	None ₱1,000.00	*15 minutes	<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office <i>Cashier</i> Financial and Management Service-Central Office
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee	None		<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 5: Wait for the result of the assessment.	1.1 Logs and endorses the application documents to concerned Section and technical staff 1.2 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting	None	2 days and 30 minutes	<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office <i>Technical Staff/ Section Head/ Division Chief/ Bureau Director/Assistant Secretary/ Undersecretary</i> DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>documents may be requested to the applicant SWDA to support said criteria</p> <p>1.3 Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents shall prepare the Confirmation Report and the Certificate of Registration.</p> <p>1.4 Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary</p> <p>1.5 Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate</p> <p>1.6 Approval and Signing of Registration Certificate</p> <p>1.7 Approval and Signing of Registration Certificate</p>			
STEP 6: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in	None	1 hour (depending on the choice of the applicant)	<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the application form. (direct pick-up or courier)			
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:		None	15 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through mail or courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	1.1 Logs it into the Documentation Transaction Management System (DTMS)	None	*5 minutes	<i>Support Staff in charge of all incoming documents Standards Bureau-Central Office</i>
	1.2 Updates the DTMS and endorses the application documents to concerned Section and technical staff		30 minutes	<i>Support Staff SCMD-Central Office</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment.	2.1 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria.	None	1 day, 1 hour and 40 minutes	<i>Technical Staff Standards Bureau – Central Office</i> <i>SCMD Support Staff/Technical Staff/ Section Head/ Division Chief/ Bureau Director DSWD Central Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 If found non-compliant to eligibility and documentary 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.</p>			
	<p>2.3 If found both complete and compliant, prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive</p> <p>In the Confirmation Report, the link for filling-up the Client Satisfaction Measurement Form is stated</p>	None	1 day, 5 hours and 20 minutes	<i>SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/ Undersecretary DSWD Central Office</i>
	2.4 Updates DTMS and Review and approval of the confirmation report; endorsement for approval of the Registration Certificate			
	Approval and Signing of Registration Certificate			
	Approval and Signing of Registration Certificate			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 hour (depending on the choice of the applicant)	<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office
TOTAL For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:		None	1 day, 2 hours and 15 minutes	

**The number of minutes shall be included on the total 3 working days*

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

FEEDBACK AND 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
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.

	<ul style="list-style-type: none"> 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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

REGISTRATION OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) 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:	Simple	
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities		
1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary's advisory, during state of public health emergency, Application need not be notarized)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) 	

	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> • 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 for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff Standards Section- Field Office
STEP 2: 1.1 Submit/ file application and		None	30 minutes	Support Staff Standards

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>supporting documents.</p> <p>1.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.</p> <p>1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Determine whether the submitted documents are complete.</p> <p>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.</p> <p>1.2 Logs its receipt in the document tracking system (DTMS).</p> <p>1.3 Provides the walk-in applicant with document reference number for easy tracking.</p> <p>1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			<p>Section- Field Office</p> <p><i>Officer of the day</i></p> <p>Standards Section- Field Office</p>
<p>STEP 3: If Complete, Settle the required processing fee and make payments to Cash Section or thru online.</p>	<p>Prepares billing statement</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Support Staff in charge on the issuance of Billing Statement</i></p> <p>Standards Section- Field Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier Cash Section- Field Office
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement Standards Section- Field Office
STEP 5: Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff Standards Section- Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff Standards Section- Field Office
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Section Head Standards Section- Field Office
	1.3 Conducts desk review of the received application as to completeness and compliance. The	None	3 hours	Assigned Technical Staff Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.			
	1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.			
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	<i>Assigned Technical Staff Standards Section-Field Office</i>
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	<i>Section Head/ PPD Chief/ ORD Support Staff/ Regional Director Field Office</i>
STEP 7: Signs in the logbook for received certificate thru pick-up.	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section
TOTAL		₱1,000.00		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Complete and Compliant:			3 working days	
For Incomplete Submission				
	Walk-in:	None	30 Minutes	
	Courier:		2 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	1.1 "Received" stamp the document and logs its receipt into the document tracking system. 1.2 Endorse the document to section head.	None	30 minutes	Support Staff Standards Section- Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff. Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Section Head Standards Section-Field Office
	1.1 Review the submitted documents as to completeness and compliance, both in form and	None	3 hours	Technical Staff Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.</p> <p>1.2 If complete and compliant, notify the SWDA on the payment for processing fee.</p> <p>1.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.</p>			
STEP 4: Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes	<i>Support Staff</i> Standards Section- Field Office
	1.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate		2 hours and 25 minutes	<i>Section Head</i> Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.</p> <p>1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate</p>		4 hours and 10 minutes	<p><i>Support Staff/ PPD Chief/ORD</i></p> <p><i>Support Staff/ Regional Director/ Field Office</i></p>
Step 5: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 minutes	<i>Support Staff Standards Section- Field Office</i>
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	

***The number of minutes shall be included on the total 3 working days.**

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

FEEDBACK AND 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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

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 Welfare Agency or as an Auxiliary SWDA operation in more than one region.

Office or Division:	DSWD Central Office, Standards Bureau Standards Compliance Monitoring Division (SCMD)
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Already Operational in more than one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of Duly Accomplished Application Form	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) original copy of each of the Following Basic Documents <ul style="list-style-type: none"> a. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others b. Profile of Board Trustees c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations d. Certified True Copy of General Information Sheet issued by SEC 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat

Building, PICC Complex, Roxas Boulevard,
Pasay City, 1307

e. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application

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

f. 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.

(Not applicable for first time applicants)

- <https://www.dswd.gov.ph/downloads-2/> Annex 23. DSWD-RLA-F023 ABSNET Active Membership

g. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)

- <https://www.dswd.gov.ph/downloads-2/> AO 11 s2019 Annex A Declaration of Commitment

Duly signed Work and Financial Plan for the two (2) succeeding years

- <https://www.dswd.gov.ph/downloads-2/> Annex 9. DSWD-RLA-F009 Work and Financial Plan

i. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years

- Board resolution by the Organization

j. Annual Accomplishment Report previous year

- <https://www.dswd.gov.ph/downloads-2/> Annex 6. DSWD-RLA-F006 Accomplishment Report

k. Audited Financial Report of the previous year

- <https://www.dswd.gov.ph/downloads-2/> Annex 8. DSWD-RLA-F008 Audited Financial Statement

l. Profile of Clients served for the preceding and current year

- <https://www.dswd.gov.ph/downloads-2/> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served

3. ADDITIONAL REQUIREMENTS

a. For those operating in more than one region

- ☐ One original copy of List of main and satellite/branch offices with contact details, if any.
- ☐ One (1) original Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others

b. For Applicant SWA's implementing Child Placement Services

- ☐ One (1) original copy of Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.

c. Documents Establishing Corporate Existence and Regulatory Compliance

1. For those operating in more than one region

- ☐ One (1) copy of the original Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.
- ☐ There is no need to get a validation report/certification of existence for the region

- <https://www.dswd.gov.ph/downloads-2/> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office

- Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

- <https://www.dswd.gov.ph/downloads-2/> Annex 22. DSWD-RLA-F022 Profile of Employees

- <https://www.dswd.gov.ph/downloads-2/> Annex 23. DSWD-RLA-F023 ABSNET Active Membership

<p>where the main office of the applicant is located.</p> <p>d. For Center Based (Residential and Non-Residential Based) Copy of the valid safety certificates namely:</p> <p>a. One (1) original copy of the Occupancy permit (only for new buildings) or Annual Building Inspection / Structural Safety Certificate (for old buildings)</p> <p>b. One (1) original copy of the Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>e. For applicant serving within the Ancestral Domains of Indigenous People (IP) – one (1) Photocopy of NGO Accreditation from NCIP</p> <p>f. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider National Commission of Indigenous People (NCIP) Regional Office where the NGO operates DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs.
--	--

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 DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/Field Office/Standards Bureau	Provides client application form, and checklist of requirements.	None	*30 minutes	Support Staff Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 2: Submit/ file application and supporting documents</p> <p>For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Determine whether the submitted documents are complete.</p> <p>1.1 If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.</p> <p>1.1.1 Provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.2 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	*30 minutes	Support Staff in charge of all incoming documents Standards Bureau-Central Office
<p>STEP 3: Settle the required processing fee.</p>	<p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee. The Support Staff assigned on the issuance of Billing Statement shall prepare and instruct the applicant to proceed to</p>	₱1,000.00	*15 minutes	Support Staff in charge of all incoming documents Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).			
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff Standards Bureau-Central Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff Standards Bureau-Central Office
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>ii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work</p>	None	2 working days	Technical Staff Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iii. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p>1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 7: Wait on the result of Assessment with the submitted Documents.	Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>
STEP 8: Confirm the Availability on the proposed Virtual Assessment/ Validation Assessment.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment Validation Assessment.	None	*30 minutes	<i>Technical Staff Standards Bureau-Central Office</i>
STEP 9: Assist the Assessor during the conduct of Virtual Assessment/Validation Assessment.	Conduct of Virtual Assessment/ Validation Assessment.	None	1 working day per agreed schedule	<i>Technical Staff Standards Bureau-Central Office</i>
Step 10: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff Standards Bureau-Central Office</i>
STEP 11: Wait on the result of Virtual Assessment/ Validation Assessment.	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff Standards Bureau-Central Office</i>
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable;	<i>Section Head/Division Chief/Bureau Director Standards Bureau-Central Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If unfavorable, review and approval of the Confirmation Report.		7 working days	
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Undersecretary Supervising the Standards Bureau</i>
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	<i>Support Staff Standards Bureau-Central Office</i>
STEP 12: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff Standards Bureau-Central Office</i>
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex,	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents Standards Bureau-Central Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Constitution Hills, Quezon City				
STEP 2: Wait for the result of the assessment.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicants must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed 	None	2 working days	<i>Technical Staff Standards Bureau-Central Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicants to proceed to the Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instruct applicants to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p>Note: The processes shall only take place once the applicant organization settles its payment.</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p><i>Technical Staff Standards Bureau-Central Office</i></p>
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p>	<p>1.1 Acknowledge the copy of the Official Receipt from the SWDA.</p>	<p>None</p>	<p>*15 Minutes</p>	<p><i>Support Staff in charge of incoming documents Standards</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: <i>Name of the Organization_ Copy of OR for Licensing.</i> 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau.	1.2 For the Copy of OR sent 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.			Bureau-Central Office
STEP 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff Standards Bureau-Central Office
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Assessment.	None	3 working days	Technical Staff/Section Head/Division Chief/Bureau Director Standards Bureau-Central Office
STEP 7: Confirm the Availability on the proposed Virtual Assessment/ Validation Visit.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Visit.	None	1 working day	Technical Staff Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 8: Assist the Assessor during the conduct of Virtual Assessment/ Validation Visit.	Conduct of Virtual Assessment/Validation Visit.	None	1 working day per agreed schedule	<i>Technical Staff Standards Bureau-Central Office</i>
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff Standards Bureau-Central Office</i>
STEP 10: Wait on the result of Virtual Assessment/ Validation Visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff Standards Bureau-Central Office</i>
	1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 7 working days Unfavorable; 7 working days	<i>Section Head/Division Chief/Bureau Director Central Office</i>
	1.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.2 If unfavorable, the Support Staff shall send the Confirmation Report		Favorable; 2 working days Unfavorable;	<i>Undersecretary Supervising the Standards Bureau Central Office Support Staff</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the SWDA through email and via courier.		1 working days	Standards Bureau-Central Office
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff Standards Bureau-Central Office
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<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
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.

	<ul style="list-style-type: none"> • 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/grievance shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

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:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate in One Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing

<p>2. One (1) set of the following Basic Documents:</p> <ul style="list-style-type: none"> a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others c. Profile of Board of Trustees d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy) e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years f. Work and Financial Plan for the two (2) succeeding years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <ul style="list-style-type: none"> a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others 	<ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

<p>b. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <ol style="list-style-type: none"> 1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP. 3. For applicant with past and current partnership with the DSWD that involved transfer of funds <ol style="list-style-type: none"> a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. • DSWD Field Office – Financial and Management Service • Government Agency where the Organization implemented or implements projects and programs.
--	--

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 DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	<i>Support Staff Standards Section- Field Office</i>
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office. 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant	None	*20 minutes	<i>Support Staff in charge of all incoming documents Standards Section- Field Office</i> <i>Officer of the day Standards Section- Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	<i>Support Staff in charge on the issuance of Billing Statement Standards Section- Field Office</i>
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	<i>Cashier Cash Section- Field Office</i>
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	<i>Support Staff Standards Section- Field Office</i>
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff Standards Section- Field Office</i>
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential	None	2 working days	<i>Technical Staff Standards Section- Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.2.2 If found incomplete or non-compliant, the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	1.3 Review and approval of the Acknowledgement	None	2 working days	Section Head/Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Letter including its attachments.			<i>Chief/Regional Director</i> Field Office
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff</i> Standards Section- Field Office
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff</i> Standards Section- Field Office
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff</i> Standards Section- Field Office
STEP 10: Awaits the result of the licensing assessment	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff</i> Standards Section- Field Office
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	<i>Section Head/Division Chief</i> Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If unfavorable, review and approval of the Confirmation Report.			
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Regional Director</i> Field Office
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	<i>Support Staff</i> Standards Section- Field Office
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff</i> Standards Section- Field Office
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:	Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff</i> Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Standards Section of concerned DSWD Field Office				
STEP 2: Wait for the result of documents review.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer) ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 	None	2 working day	<i>Technical Staff</i> Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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.			
STEP 3: Settle the required processing fee.	<p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> Inform the applicant 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. <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>	₱1,000.00	*15 minutes	<i>Technical Staff and Support Staff</i> Standards Section- Field Office
STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:	1.1 Acknowledge the copy of Official Receipt from the SWDA.	None	*15 Minutes	<i>Support Staff</i> Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <i>Name of the Organization_ Copy of OR for Licensing.</i> 3. Hand-carry the Photocopy of Official Receipt 4. Courier the Photocopy of Official Receipt	1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt. 1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.			
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff Standards Section- Field Office
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	<i>Technical Staff</i> Standards Section- Field Office
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff</i> Standards Section- Field Office
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff</i> Standards Section- Field Office
STEP 10: Wait for the result of the Validation visit.	1.Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff</i> Standards Section- Field Office
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	<i>Section Head/Division Chief</i> Standards Section- Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If unfavorable, review and approval of the Confirmation Report.			
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Regional Director</i> Standards Section- Field Office
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working days	<i>Support Staff</i> Standards Section-Field Office
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff</i> Standards Section- Field Office
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<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
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/grievance shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ACCREDITATION OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES (LICENSED 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:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) <i>(kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)</i> https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
B. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service For Community Based Please email sb@dswd.gov.ph
C. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

<p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA))</p> <p>b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>D. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>E. One (1) Original Copy of each of the following Documents Establishing</p>	

<p>Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region:</p> <ol style="list-style-type: none"> 5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any. <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 6. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees

<p>RSW related to child placement service.</p> <p>One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ol style="list-style-type: none"> 5. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 7. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit 8. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP 9. For applicants with past and current partnership with the DSWD that involved transfer of funds. 10. One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation. 	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • DSWD Central Office – Financial and Management Service, IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City. • Government Agency where the Organization implemented or implements projects and programs.
--	--

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. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
Note: The DSWD will implement a 3:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 1: Secures application form thru the DSWD Website/ Standards Bureau/Field Office	Upload and make available of the necessary documents in the DSWD website/ Standards Bureau	None	None	Standards Bureau-Central Office
STEP 2: Submit/ file application and supporting documents	Receives the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.	None	5 minutes	<i>Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office
STEP 3: For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements, then proceed to step 4. For incomplete requirements, the applicant SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	Determines whether the submitted documents are: 1. If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau. 2. If 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	10 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents</i> Standards Bureau-Central Office

STEP 4: Request for the billing statement.	Prepares Billing Statement and instructs applicants to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for applicants at DSWD Central Office.	None	**5 minutes	<i>Support Staff in charge on the issuance of Billing Statement Standards Bureau-Central Office</i>
STEP 5: Proceed to the Cashier and present the Billing Statement and settle the required fee.	Processes payment and issues Official Receipt.	₱1,000.00	**5 minutes	<i>Cashier Finance Management Service-Cashier Division)</i>
Step 6: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Receives the photocopy of the Official Receipt from the applicant SWDA.	None	5 minutes	<i>Support Staff Standards Bureau-Central Office</i>
STEP 7: Awaits the result of the documents review and notice of Virtual Assessment.	Review the submitted documents as to completeness and compliance. 1. If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Virtual/on-site Assessment. 2. 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 documents submitted.	None	6 days, 7 hours 40 minutes	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director Standards Bureau-Central Office</i>

STEP 8: Participates in the conduct of accreditation assessment	For those with requirements that are complete and compliant, conduct accreditation assessment.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation 1 working day for Senior Citizen Center	<i>Technical Staff Standards Bureau-Central Office</i>
	Conducts the accreditation assessment (virtual or on-site) through the following activities: 1. Focus Group Discussion with Clients 2. Interview with the staff 3. Review of documents 4. Ocular Inspection 5. Action Planning/ Exit Conference			
Step 9: Accomplish and submit Client Satisfaction Measurement Form	Provide the applicant Organization/SWDA the Client Satisfaction Measurement Form	None	Included in the time allotted in the actual assessment	<i>Technical Staff Standards Bureau-Central Office</i>
STEP 10: Wait for the result of Assessment.	Prepare Confirmation Report If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation. Review and approval of the confirmation report and certification of accreditation	None	11 working days	<i>Technical Staff Section Head/Division Chief/Bureau Director/ASEC/USEC Standards Bureau-Central Office</i>

	<p>If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.</p> <p>Review and approval of the confirmation report</p>			<p><i>Technical Staff</i> Standards Bureau-Central Office</p> <p><i>Section Head/Division Chief/Bureau Director</i> Standards Bureau-Central Office</p>
STEP 11: Receive the Certificate of Accreditation	<p>Sends Confirmation Report</p> <p>1. 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)</p> <p>2.If not favorable, send the confirmation report.</p>	None	Included in the time allotted under step 10	<i>Support Staff</i> Standards Bureau-Central Office
TOTAL Social Work Agency (Issuance and Held in Abeyance):		1,000.00	20 working days	
Senior Citizen Center:			19 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
Note: The DSWD will implement a 3:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation: Standards Bureau	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	1 hour	<i>Support Staff</i> Standards Bureau-Central Office

DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City				
STEP 2: Awaits the result of the documents review	<p>Determine whether the submitted documents are complete.</p> <p>If complete:</p> <ul style="list-style-type: none"> • prepares acknowledgement letter indicating the payment of processing fee and schedule of accreditation assessment • Sends the approved acknowledgement letter • Proceed to step 3 <p>If incomplete:</p> <ul style="list-style-type: none"> • prepares acknowledgement letter and return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance. • Sends the approved acknowledgement letter 	None	6 days and 7 hours	<i>Support Staff/Technical Staff/ Section Heads/ Division chief/ Bureau Director Standards Bureau-Central Office</i>
STEP 3: Billing statement If cash: secure billing statement from the DSWD Field Office and Central Office	For cash payment: Prepare and provide the applicant SWDA with the billing statement	None	**5 minutes	<i>Support Staff Standards Bureau-Central Office</i>
STEP 4: Payment of processing fee	Process payment and issues Official Receipt.	₱1,000.00	**5 minutes	<i>Cashier Finance Management Service-Cashier</i>

<p>If cash: Presents the Billing Statement at the Cashier and settles the required fee.</p> <p>If online: settle at any authorized service provider</p>			(Applicant's discretion)	Division Central Office
<p>Step 5: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_ Copy of OR for Accreditation. 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau. 	<p>Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p>	None	**5 Minutes	Support Staff Standards Bureau-Central Office
<p>STEP 6: Participate in the conduct of accreditation assessment</p>	<p>For those with requirements that are complete and compliant, conduct accreditation assessment.</p> <p>Conducts the accreditation assessment (virtual or actual visit) through the following activities:</p>	None	<p>Minimum of 2 working days depending on the Programs and Services for Accreditation</p> <p>1 working day for Senior Citizen Center</p>	Technical Staff Standards Bureau-Central Office

	<ol style="list-style-type: none"> 1. Focus Group Discussion with Clients 2. Interview with the staff 3. Review of documents 4. Ocular Inspection 5. Action Planning/ Exit Conference 			
Step 7: Accomplish and submit Client Satisfaction Measurement Form	Provide the applicant the Organization the Customer's Feedback Form	None	Included in the time allotted in the actual assessment	<i>Technical Staff Standards Bureau-Central Office</i>
STEP 8: Awaits for the result of Assessment.	Prepare Confirmation Report If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation. Review and approval of the confirmation report and certification of accreditation	None	11 working days	<i>Technical Staff Standards Bureau-Central Office</i> <i>Section Head/Division Chief/Bureau Director, Undersecretary, Assistant secretary Central Office</i>
	If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with. Review and approval of the confirmation report			<i>Technical Staff Standards Bureau-Central Office</i> <i>Section Head/Division Chief/Bureau Director Central Office</i>

STEP 9: Receive the Certificate of Accreditation	Sends Confirmation Report 1. 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) 2. If not favorable, send the confirmation report.	None	Included in the time allotted under step 8	Support Staff Standards Section-Field Office
TOTAL Social Work Agency (Issuance and Held in Abeyance):		₱1,000.00	20 working days	
Senior Citizen Center:			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.**

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

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/grievance 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>

PRE-ACCREDITATION OF THE SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES OF LICENSED PRIVATE SWA AND PUBLIC SWDA OPERATING WITHIN THE REGION

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 (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)

Who may avail:	New applicant Registered and licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</u> on Residential Care Service For Community Based Please email sb@dswd.gov.ph
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)) b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or 	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership

<p>Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Original Copy of each of the following Documents</p>	

<p>Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

<p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 4. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 5. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 6. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates
---	---

i. For applicants with past and current partnership with the DSWD that involved transfer of funds. j. Signed Data Privacy Consent Form	<ul style="list-style-type: none"> Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. 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 for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff Standards Section-Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgement letter indicating the	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>schedule of the pre-assessment;</p> <p>1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted</p>			
<p>Step 4: Receive the acknowledgment letter from the DSWD Field Office:</p> <p>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.</p> <p>If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and</p>	<p>Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p>	None	Depends on the SWDA	<i>Technical Staff Standards Section-Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit the lacking requirements.				
STEP 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment	Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients Interview with the staff Review of documents Ocular Inspection Action Planning/ Exit Conference	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff/ SWDA
Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.	None	After the pre-accreditation assessment	Technical Staff/ SWDA
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 7: Wait for the result of assessment.	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	<p><i>Technical Staff</i> Standards Bureau-Central Office</p> <p><i>Section Head/Division Chief/Bureau Director</i> Standards Bureau-Central Office</p>
TOTAL		None	20 working days	
Social Work Agency:		None	19 working days	
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.**

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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS TO IMPLEMENT DSWD PROJECTS AND/OR PROGRAMS USING DSWD FUNDS

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none"> DSWD 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)

	<ul style="list-style-type: none"> • DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc or; • https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
4. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
ADDITIONAL REQUIREMENTS AS APPLICABLE: 1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf

2. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.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.13 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
STEP 1: The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Administrative personnel (SCMD)
STEP 2: The applicant CSO awaits for notification relative to the application	1.1. If found complete, SB will request the Field Office to conduct a Virtual/On-Site Validation Assessment. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO) -Information and Communication Technology Management Services (ICTMS)

	<p>submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)</p> <p>1.2. If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>1.3. If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			
STEP 3: Actual Virtual/On-site Validation Assessment.	<p>Conducts Virtual/ On-Site/ Validation Assessment to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day <u>(per agreed schedule)</u>	<p>Standards Section (FO) per area of jurisdiction.</p> <p>Standards Bureau for those operating in more than one region</p>
STEP 4: Awaits approval or denial of the application for accreditation	4.1. Prepares and submit the Virtual/On-Site Validation Assessment report to SB	None	**4 working days	Standards Section (FO), Division Chief

	<p>4.2. Conducts assessment and examination of application</p> <p>4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)</p> <p>4.4. Confirmation letter on the result of the evaluation</p> <p>4.5. Approval of the Certificate of Accreditation</p>		<p>4 working days and 1 hour and 30mins</p> <p>3 working days and 2 hours</p> <p>5 working days, 2 hours</p>	<p>and Regional Director</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD), SB Director</p> <p>Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary</p>
STEP 5: Receives the Certificate of Accreditation or the Denial Letter	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p>	None	2 hours	Support Staff Standards Section-Field Office
TOTAL For Complete and Compliant:		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.**

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
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/grievance shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (CSO) 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 (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
Classification:	Complex		
Type of Transaction:	<ul style="list-style-type: none">● Government to Client (G2C)● Government to Government (G2G)		
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		● DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		● DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	

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
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	Support Staff Standards Section- Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive the documentary requirements If found incomplete or non-compliant, 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	<i>Focal Person</i> Standards Section - DSWD Field Office
STEP 3: Issuance of Permit	1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 days	<i>Focal Person</i> Standards Section - DSWD Field Office
TOTAL				
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.***

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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (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 Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">Government to Client (G2C)Government to Government (G2G)		
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form		<ul style="list-style-type: none">DSWD FO- Standards Section	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: a. Pictures of office and direction sketch; and b. At least one of the following documents: <i>i. Barangay certification</i> <i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i> <i>iii. Other documents showing proof of existence</i>		<ul style="list-style-type: none">CSO Beneficiary Applicant	
3. Proof of organization, namely: a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available;		<ul style="list-style-type: none">CSO Beneficiary Applicant	
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquated, in accordance with COA regulations, all fund transfers due for liquidation		<ul style="list-style-type: none">Government agency or agencies from which it has received public funds	
5. Proof of having undergone Social Preparation		<ul style="list-style-type: none">Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds	

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
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*2 hours	<i>Support Staff</i> Standards Section- Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive and review the documentary requirements 1.2 Posting of applicant to DSWD website 1.3 Preparatory activities for the conduct of validation 1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents	None	*18 days and 6 hours	<i>Focal Person</i> Standards Section - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>1.6 Evaluation and deliberation by the Field Office-Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates the signing of the Certificate of Accreditation</p> <p>1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.</p> <p>1.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issued by the Regional Director.			
STEP 3: Receives Certificate Accreditation	Release of the signed Certificate/s of Accreditation through: 1) Befitting ceremony (e.g. during the flag-raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	<i>Focal Person</i> Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		N/A	20 working 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.**

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

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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

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 (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C)
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicants	

1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>
One (1) photocopy of the following documents (<u>original copies must be presented</u>):	
1. Any of the following as proof that the applicant is a graduate of four (4) year course: a. Photocopy of Certificate of graduation/college diploma or transcript of records; or b. Certified photocopy of valid PRC ID.	<ul style="list-style-type: none"> Any PRC Office nationwide
2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	<ul style="list-style-type: none"> Training Provider
3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: a. Certification from immediate Supervisor; or b. An approved resolution	<ul style="list-style-type: none"> Local Government Office
4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. Documentation Report Template</i>
Other documents to be made available during the assessment visit:	
Accomplished Marriage Expectation Inventory Form of would-be-married	

couple/s present during the validation visit.	
B. For Renewal	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	<ul style="list-style-type: none"> • Training Provider
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<u>Annex D</u>);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <u>Annex D. PMC Form</u>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <u>Annex C. PMC Form</u>
<i>Other documents to be made available during the validation visit.</i>	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <u>Annex F. PMC Form</u>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul style="list-style-type: none"> •

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. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff Standards Section-Field Office
STEP 2: Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff Standards Section-Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits for acknowledgement or notification relative to the application.	1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit: 1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit. 1.2 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	5 working days and 2 hours	Technical Staff Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Review and approval of Supervisor/Section Head 3. Review and approval of the Regional Director.			Supervisor/ Section Head Regional Director
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff</i> Standards Section-Field Office
STEP 5: Actual Accreditation Assessment	Conducts validation assessment with the applicable mode: <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit; • During the state of calamity/ emergency virtual assessment. Activities to take place: <ol style="list-style-type: none"> 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference 	None	1 working day	<i>Technical Staff</i> Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 6: Awaits the approval of the confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report, with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents	None	7 working days	<i>Technical Staff/ Section Head/ Division Chief/ Field Office</i> <i>Support Staff Standards Section- Field Office</i> <i>Regional Director Field Office</i>
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	<i>Support Staff Standards Section- Field Office</i> <i>Regional Director Field Office</i>
STEP 8: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff Standards Section- Field Office</i>
TOTAL				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas for Compliance:		None	25 minutes	

***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.**

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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ENDORSEMENT OF DUTY-EXEMPT IMPORTATION OF DONATIONS TO SOCIAL WELFARE AND DEVELOPMENT AGENCIES

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

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

5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 2</i> <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

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
STEP 1: The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> 2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking.	None	*30 minutes	Support Staff Standards Section-Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	Php1,000.00	*10 minutes	<i>Cash Section personnel</i> Field Office
STEP 3: Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; Step 3a – If found compliant to eligibility and documentary requirements Prepare for conduct of area visit	None	3 working days	<i>Technical Staff</i> Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Step 3b – If found non-compliant to eligibility and documentary requirements</p> <p>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</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
<p>Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.</p>				
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Technical Staff Standards Section-Field Office
STEP 5: Endorsement to the DSWD Central Office.	Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	Technical Staff Standards Section-Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Endorses the application to the Standards Bureau at the Central Office</p> <p>If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.</p>			<i>Regional Director</i> Field Office
	<p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the</p>	None	3 working days	<i>SCMD</i> <i>Technical Staff/</i> <i>Division Chief/</i> <i>Bureau Director</i> Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Standards Bureau.			
	<p>Prepares the following:</p> <ul style="list-style-type: none"> • Endorsement letter to the DOF. Conforms letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			
	<p>Endorsement to the Secretary</p> <p>Affixes initial to the endorsement letter to DOF</p>	None	1 working day	<i>Undersecretary</i> DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	DSWD Secretary DSWD Central Office
STEP 6: Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete but non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

FEEDBACK AND 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
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) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

ACCREDITATION OF SOCIAL WORKERS MANAGING COURT CASES (SWMCCs)

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

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission	

c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

B. For Renewal

1. For Social Workers

a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client

2. For Supervisor

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

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 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications received through Walk-in Applicants				
STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requirements stated above.	<p>A. 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.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	None	1 hour and 30 minutes	<i>Support Staff/ Standards Section Head / Technical Staff Standards Section-Field Office</i>
B. Applications received through Mail/Courier				
	<p>1.1.B The Field Office-Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p>	None	4 hours 20 minutes	<i>Support Staff/ Standards Section Head / Technical Staff Standards Section-Field Office</i>
	1.1. The technical staff shall conduct desk review of the received application	None	6 days and 1 hour	<i>Assigned Standards Section Technical Staff /</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	as to completeness and compliance.			Standards Section Head/ PPD/ ORD DSWD Field Office
	1.2. If requirements are complete and compliant, the Field Office- Standards Section shall prepare 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. If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.	None		
	1.3. One 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	Support Staff Standards Section-Field Office
	1.4. The Standards Bureau-Support Staff shall receive the endorsed	None	2.5 hours	Support Staff / SCMD Section Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.			Standards Bureau-Central Office
	<p>1.5. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/emergency, virtual accreditation shall be conducted <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>	None	1 day	<i>Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from.</i>
	1.6. If the submitted documents are complete	None	13 hours and 30 minutes	<i>Support Staff / Assigned</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment			<i>technical staff/ SCMD Section Head / Bureau Director Standards Bureau-Central Office</i>
STEP 2: The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Assigned technical staff Standards Bureau-Central Office</i>
	1.7. 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. <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>	None	5 days and 2 hours after conduct of assessment	<i>Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief Standards Bureau-Central Office</i>
2. The Applicant shall coordinate with Standards Bureau	2.1. The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s,	None	1 day (per agreed schedule)	<i>Assigned technical staff Standards Bureau-Central Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through the Field Office on the schedule of the assessment.	and conduct of other relevant activities.			
	<p>2.2. 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.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p>	None	5 days and 2 hours after conduct of assessment	<i>Support Staff / Assigned technical staff from DSWD-Standards Bureau / SCMD Section Head / SCMD Division Chief</i> Standards Bureau-Central Office
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	<p>2.3. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be</p>	None	1 day and 1 hour and 30 minutes	<i>Bureau Director</i> Standards Bureau-Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	returned to the technical staff.			
	<p>2.4. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	<i>Assistant Secretary/ Cluster Head Standards and Capacity Building Group-Central Office</i>
	2.5. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.	None	1 day and 1 hour	<i>Undersecretary/ Cluster Head Standards and Capacity Building Group-Central Office</i>
	<p>2.6. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	2 hours	<i>Support Staff Standards Compliance Monitoring Division (SCMD)</i>
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field	1.1 Notify the Applicant Organization on the availability of the Certificate	None	30 minutes	<i>Support staff Standards Section-Field Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office where the application was filed.	1.2 Issues the Certificate of Accreditation			
Total Processing Time:			20 working days	

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

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

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
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> Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph/ Call: 165 65 P5-VAT per call anywhere in the Philippines via PLDT landlines </p> <p> Presidential Complaint Center (PCC) Email: pcc@malacanang.gov.ph Call: 8888 </p> <p> Anti-Red Tape Act (ARTA) Email: complaints@arta.gov.ph Call: 8-478-5093 </p>
---	---

LIST OF OFFICE

OFFICE	ADDRESS	CONTACT INFORMATION
Standards Section	DSWD Field Office VII MJ Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City	Email: standards.fo7@dswd.gov.ph Tel no.: 233-8785 loc. 17120