



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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION-SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National

Emergency/Calamity

WHAT ARE THE REQUIREMENTS? WHERE TO SECURE 1.One (1) Duly Accomplished Application Form signed • Standards Section (SS) of the concerned DSWD his/her authorized Field Office Head or Agency by https://www.dswd.gov.ph/issuances/MCs/MC_20 representative 21-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form 2. Project Proposal including the Work and Financial • https://www.dswd.gov.ph/issuances/MCs/MC_20 Plan (WFP) for the intended public solicitation, approved 21-005.pdf by the Head of Agency Annex 5 - DSWD-SB-PSF-003: Project Proposal remaining • https://www.dswd.gov.ph/issuances/MCs/MC_20 with 3. Undertaking comply to the requirements for the issuance of Solicitation Permit 21-005.pdf Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations) 4. Fund Utilization Report of proceeds and expenditures • https://www.dswd.gov.ph/issuances/MCs/MC_20 duly certified the agency's by 21-005.pdf auditor/bookkeeper/finance officer, if applying for Annex 12 - DSWD-SB-PSF-010: Fund renewal of permit/authority **Utilization Report** 5. Sample of additional specific requirements for each • Applicant methodology to be used, such as: 5.1. Ticket, Ballots, Cards and similar forms 5.2. Donation Boxes, Coin Banks and other similar forms 5.3. Benefits show such as fashion show, concert and similar activities 5.4. Photo or Painting Exhibits and similar activities 5.5. Written request such as envelops, letters of appeal, greeting cards and similar forms 5.6. Text message, e-mail, online post and other types of solicitation using electronic devices 5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 5.8. Sport activities for a cause such as fun run,



other similar forms



marathon, cycling and similar activities

5.9. Rummage sale, garage sale, sale of goods and

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.





6. Certification from the Barangay, City or Municipality • Concerned LGU where the applicant is based.

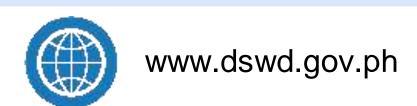




CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Procedures for Wa	alk-in Applicants		
1.Submit Application Documents	None	10 minutes	SHAYNE L. PATINDOL
	None	40 minutes	Jennifer Quimno
2: Awaits the result of Assessment	None	4 hours	Michael Solera, Namra Musa, Emma Role, Guada Marie Munez
2: Awaits the result of Assessment		2 hours	Michael Solera, Namra Musa, Emma Role, Guada Marie Munez
		3 hours	Jennifer Quimno - Section Head
3: Awaits the result of application	None	3 hours 10 minutes	Jennifer Quimno - Section Head/
4: Awaits the result of application	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office
5: Awaits the result of application	None	5 hours	Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office
6: Awaits the result of application	None	1 day	DSWD Secretary or Authorized Representative
7: Receive the Certificate	None	1 hour	Standards Bureau DSWD Central Office















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing Procedures of App through Mail/Courier	lications	submitted at	Standards Bureau
	None	*10 minutes	SHAYNE L. PATINDOL
DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.			
2: Awaits the result of Assessment	None	4 hours	NFRC Focal Person –
			Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
2: Awaits the result of Assessment		2 hours	NFRC Focal Person Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
		3 hours	Jennifer Quimno - Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
3: Awaits the result of application	None	3 hours 10 minutes	Jennifer Quimno - Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
4: Awaits the result of application	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office*
5: Awaits the result of application	None	5 hours	Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*
6: Awaits the result of application	None	1 day	DSWD Central Office DSWD Secretary or Authorized Representative
7: Receive the Certificate V. PROCESSING TIME 6 working days	None	1 hour	Support Staff Standards Bureau DSWD Central Office

















VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	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	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: SS ARTA, PCC, CCB	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565















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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

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.

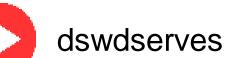
WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
For Individuals, Corporation, Organization o charitable and public welfare purposes	r Association desiring to solicit funds for
1.Duly Accomplished Application Form	 DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, 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 *Not applicable to Government Agencies and SWDAs with Valid RLA	Designation and Manitorina Description Constants of Const
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Shee (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency *Not applicable to Government Agencies and SWDAs with Valid RLA.	t Decistration and Manitorina Denortment Corretoriot to Denortment Corretoriot 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
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.	005.pdf
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.	 https://www.dswd.gov.ph/issuances/MCs/MC_2021- 005.pdf Annex 6: DSWD-SB-PSF-004: Profile of Governing
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities.	
For children beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.	















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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
For Individuals, Corporation, Organization of	Association desiring to solicit funds for
charitable and public welfare purposes	
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual 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:	undertake solicitation activities in their jurisdiction
 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	
6.Others 9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	C/MSWDO of the concerned LGU
12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funda utilization (Appendicular of Commitment	<u>21-005.pdf</u>
funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)	Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	• https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)	
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.	Concerned LGU where the applicant is based.



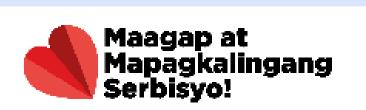






ment of Social Welfare and Development Isang Mountain to Pomayaran's	FEES TO	PROCESSING	PERSON
CLIENT STEPS	BE PAID	TIME	RESPONSIBLE
4. O			
1: Secure application form thru the DSWD Website or from the DSWD Field Office	None	*5 minutes	SHAYNE L. PATINDOL
2: Payment of Processing Fee	None	*15 minutes	SHAYNE L. PATINDOL
	None	3 days	Michael Solera, Namra Musa, Emma Role, Gua Marie Munez
Note: Application documents rec	eived after 3:0 day trans		sidered as a next workir
4: Wait for the result of the			
assessment	None	7 days	Michael Solera, Namra Musa, Emma Role, Gua Marie Munez
			Jennifer Quimno/ Gar Yana/
	None	2 days, 6 Hours and 30 minutes	Shalaine Marie Lucero CESO IV
	None	1 day	Technical Staff Standards Compliance and Monitoring Division (SCMD), Division Chie Bureau Director - Standards Bureau DSWD Central Office
		1 day	
	None		Assistant Secretary DSWD Central Office
		2 days	
	None		Undersecretary DSWD Central Office
5: Issuance of Permit	None	1 Hour and 30 minutes	DSWD Secretary or Authorized Representative DSWD Central Office Focal Person Standards Compliance and Monitoring Division (SCMD)
			Division Chief, Burea Director Standards Bureau DSWD Central Office















V. PROCESSING TIME

14 working days

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)
	DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	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	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.
	Standards Section (SS) , standards.fo7@dswd.gov.ph (032) 233-8785 local 17120
ARTA, PCC, CCB	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093
	Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888
	Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565

















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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

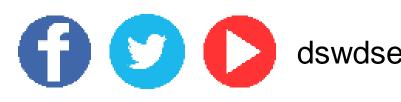
Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
A. For Person/s desiring to solicit or recestate of emergency/calamity	ive contributions for response to victims of
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	
Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	 https://www.dswd.gov.ph/downloads-forms-
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	 https://www.dswd.gov.ph/downloads-forms-
 5. Additional Requirements for Persons a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity 	• Applicant











WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	 Applicant
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	
B. For Person/s representing an unorganized	l/unregistered group
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Additional Requirements for Persons representing an informal/unorganized group	Applicant
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	
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	

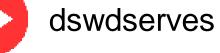














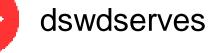
WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6. Fund Utilization Report for those applying	
for renewal of their solicitation permit (Annex 12).	•
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
7. Certification from the Barangay, City or Municipality 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.	
C. For Corporations, Organizations or Ass Organizations	sociations including SWDAs and Religious
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	
	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report of proceeds and expenditures.	https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	













	WHERE TO SECURE
WHAT ARE THE REQUIREMENTS? 6. Sample of additional specific requirements for each methodology to be used, such as:	
a. Ticket, Ballots, Cards and similar forms	
b. Donation Boxes, Coin Banks and other similar forms	
c. Benefits show such as fashion show, concert and similar activities	
d. Photo or Painting Exhibits and similar activities	
e. Written request such as envelops, letters of appeal, greeting cards and similar forms	
f. Text message, e-mail, online post and other types of solicitation using electronic devices	
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	
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.	Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agent corporations (GOCCs), and Local Government	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her	
authorized representative	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.pdf
	Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public	
	https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.pdf
	Annex 5 - DSWD-SB-PSF-003: Project Proposal
requirements during the validity of the issued	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.pdf
	Annex 7 - DSWD-SB-PSF-006: Undertaking













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf • Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as:	• Applicant
a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
	ication documents docs not imply that the

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.

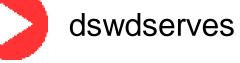
















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				

1: Applica	Submission	of	PhP500.00	30 minutes	Shayne L. Patindol
Note: A	Application dod	cuments	received after 3:	00 PM shall be consi	dered as a next working day

transaction.

2: Awaits the result of Assessment	None	12 Hours	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Jennifer Quimno/ Garce Yana/ Shalaine Marie Lucero, CESO IV
3: Awaits the result of application	None	3 Hours	Jennifer B. Quimno
4: Awaits the result of application	None	3 Hours	Garce Yana
5: Awaits the result of application	None	5 Hours	Shalaine Marie Lucero, CESO IV
6: Receive the Certificate	None	30 minutes	Shayne L. Patindol
TOTAL 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 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction in the area for Solicitation

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

2: Awaits the result of Assessment	None	9 Hours	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Jennifer Quimno/ Garce Yana/ Shalaine Marie Lucero, CESO IV
3: Awaits the result of application	None	3 Hours	Jennifer B. Quimno
4: Awaits the result of application	None	3 Hours	Garce Yana
5: Awaits the result of application	None	5 Hours	Shalaine Marie Lucero, CESO IV
6: Receive the Certificate	None	30 minutes	Shayne L. Patindol
TOTAL 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	

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

















VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	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	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 SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

















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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

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

WHAT ARE THE 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 • Standards Section (SS) of the concerned signed by the Agency Head or his/her DSWD Field Office authorized representative https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form https://www.dswd.gov.ph/downloads-forms-2. Project Proposal including the Work and Financial Plan (WFP) for the intended public downloads-public solicitation forms/ or; solicitation, approved by the Head of Agency https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal 3. Notarized Written Agreement or any similar Applicant 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 relatives may sign the document on behalf of the child. Duly signed Social Case Study Report and Applicant endorsement from the Local Social Welfare and Development Office (LSWDO) Applicant and/or Medical Certificate/Abstract Treatment Protocol signed by the attending physician or the hospital's records section Applicant 6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.









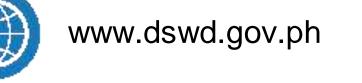


WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
7. Pledge of Commitment (Annex 11)	https://www.dswd.gov.ph/downloads-forms-
	downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2
	021-005.pdf
	Annex 11 - DSWD-SB-PSF-010: Pledge
	of Commitment
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD	
CO-FO Finance Management Unit (FMU)	
9. Fund Utilization Report for those applying	 https://www.dswd.gov.ph/downloads-forms-
for renewal of their solicitation permit (Annex	· · · · · · · · · · · · · · · · · · ·
12).	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund
	Utilization Report
10. Certification from the Barangay, City or	Concerned LGU where the applicant is
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.	
B. For Person/s whose child, relative or frien	d 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	Standards Section (SS) of the concerned
Form signed by the Agency Head or his/her	DSWD Field Office
authorized representative	https://www.dowd.gov.ph/dowploade.forme
	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2
	021-005.pdf
	Annex 2 - DSWD-SB-PSF-001:
	Application Form
	https://www.dswd.gov.ph/downloads-forms- downloads.gov.ph/downloads-forms-
Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	downloads-public solicitation forms/ of;
Jonatalian, approved by the Houd of Agency	https://www.dswd.gov.ph/issuances/MCs/MC_2
	021-005.pdf
	Annex 5 - DSWD-SB-PSF-003: Project
	Proposal
3. Notarized Written Agreement or any similar	 Applicant
document signifying the intended beneficiary's	
concurrence as recipient of the fundraising	
activity.	
For children hanaficiaries and the narget/s	
For children beneficiaries, only the parent/s of the child/children or maternal/paternal	
relatives may sign the document on behalf of the	
child.	
4. Endorsement or Certification from Licensed	
and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5. Board Resolution or any document authorizing the conduct of public solicitation	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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)	·
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
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.	
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	
agairon200 reprodontativo	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	
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 agencies that has jurisdiction to regulate the applying organization or agency.	













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5. Updated Profile of Governing Board or its Equivalent in Government Organizations	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
6. Board Resolution or any document authorizing the conduct of public solicitation	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 10 - DSWD-SB-PSF-008: Board Resolution
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child.	
8. Pledge of Commitment	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:	
a. Director of Private Schoolsb. 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	
10. Fund Utilization Report of proceeds and expenditures.	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	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	















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
12. Sample of additional specific requirements	
for each methodology to be used, such as:	
a. Ticket, Ballots, Cards and similar forms	
b. Donation Boxes, Coin Banks and other similar forms	
c. Benefits show such as fashion show, concert and similar activities	
d. Photo or Painting Exhibits and similar activities	
e. Written request such as envelops, letters of appeal, greeting cards and similar forms	
f. Text message, e-mail, online post and other types of solicitation using electronic devices	
g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms	
h. Sport activities for a cause such as fun run, marathon, cycling and similar activities	
i. Rummage sale, garage sale, sale	
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.	based.
D. For Regional Offices of Government	Agencies (GAs) government owned and
controlled corporations (GOCCs), and Local	
funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	
	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Written authorization from Head of	 Applicant
Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	 Applicant









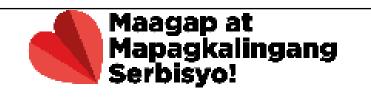






WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund
	Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as:	Applicant
a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms	
c. Benefits show such as fashion show, concert and similar activities	
d. Photo or Painting Exhibits and similar activitiese. Written request such as envelops, letters of	
appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices	
g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms	
h. Sport activities for a cause such as fun run, marathon, cycling and similar activities	
i. Rummage sale, garage sale, sale of goods and other similar forms	
E. For Social Welfare and Development Age licensing and/or accreditation	ency (SWDA) with updated/valid registration,
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	Standards Section (SS) of the concerned DSWD Field Office
addition200 reproductive	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.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	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or;
Johnstation, approved by the fiedd of Agency	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project
	Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.	
For child beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.	

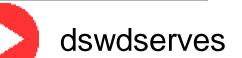












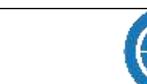


4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	
5. Board Resolution or any document authorizing the conduct of public solicitation	 https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ 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)	
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	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
 8. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities 	
e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Toxt message e-mail colline post and other	
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	
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.	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.

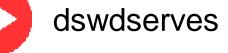
















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
1: Submit Application	None	2 Hours	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez		
2: Receives reference number for tracking	None	1 Hour	Shayne L. Patindol		
3: Payment of processing fee	PhP500.00	1 Hour	Applicant Patricia Alith Pareja / Shayne L. Patindol		
4: Submission of the OR for attachment to the application		1 Hour	Shayne L. Patindol		
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.					

5: Waiting for the result of the application	None	4 Hours	Jennifer B. Quimno
6: Receipt of the signed and approved Solicitation Permit	None	10 minutes	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Shayne L. Patindol 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: *The number of minutes	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.





VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	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	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 SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

















REGISTRATION OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) OPERATING IN ONE REGION

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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)	Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
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.	 Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
3. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	
3.2 Brochure	 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	 https://www.dswd.gov.ph/downloads- 2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
1. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	Applicant

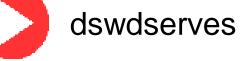
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.















CLIENT STEPS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
A.Pre-Registration Procedures for W	alk-in Applican	ts		
1: Secure application form thru the DSWD Website or from the DSWD Field Office				
 2: 1.Submit/ file application and supporting documents. 1.For applicant organizations with complete requirements, receive the acknowledgement receipt of the submitted requirements. 	None	30 minutes	Shayne Patindol	
 1.For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. 3: If Complete, Settle the required 				
processing fee and make payments to the Cash Section or thru online.	Php. 1000.00	30minutes	Patricia Alith Pareja	
4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	l None	5 minutes	Shayne Patindol	
			Shayne Patindol	
5: Ensure that the CLIENT Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	None	5 minutes	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez	
Note: Application documents received after 3:00 PM shall be considered as a next working day				
6: Wait for the result of the assessment.		2 working days and 30 mins.	Jennifer Quimno/ Garce Yana/	
7: Signs in the logbook for received certificate thru pick-up.	None	30 minutes	Shayne Patindol	

IV. PROCESSING TIME

For Complete and Compliant: 3 working days

For Incomplete Submission: 30 minutes













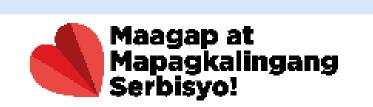


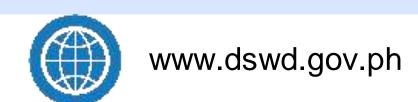


CLIENT STEPS	FEES TO BE PAID		PERSON RESPONSIBLE	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Section DSWD Field Office VII, Mj Cuenco Avenue, Cor. Maxilom Ave. Barangay Carreta, Cebu City. 	None	30 minutes	Shayne Patindol	
Note: Application documents received at 2: Wait for the result of the document review.		2. 5 working days		
3. Receive the Certificate and confirmation letter.	None	30 Minutes	Shayne Patindol	

PROCESSING TIME: 3 working days











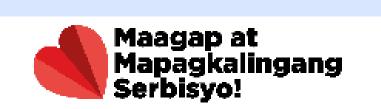






FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback	 Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau 		
How feedbacks are processed	 FO send reply to the concerned citizen/ agencies within three (3) 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	 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: SS, ARTA, PCC, CCB	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565		

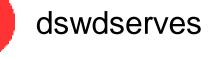
















LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) - OPERATING IN ONE REGION

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- STANDARDS SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

ALL Private SWDAs Intending to Operate in One Region

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1.One (1) Duly Accomplished and Notarized Application Form	 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 2. DSWD-RLA-F002 Application Form for Licensing
1. Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable 	Employees
b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	Annex 4. DSWD-RLA-F004 Manual of Operation
a. Profile of Board of Trustees	 https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board
 a. Certified True Copy of General Information Sheet issued by SEC (One (1) copy) a. Notarized certification from the Board of Trustees and/or the funding agency to financially 	Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
support the organizations to operate for at least two (2) years	
a. Work and Financial Plan for the two (2) succeeding years	Zamboanga City)Board resolution by the Organization
	 https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE	
ADDITIONAL REQUIREMENTS		
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	Certified by the Head of Applicant	
b. For Applicant SWA's implementing Child	https://www.dswd.gov.ph/downloads-2/	
Placement Services	Annex 22. DSWD-RLA-F022 Profile of	
Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	Employees	
c. Documents Establishing Corporate		
Existence and Regulatory Compliance		
1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or	 City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer 	
Annual Building Inspection/Structural Safety Certificate (for old buildings) a. Fire Safety Inspection Certificate	 Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation 	
a. Water Potability Certificate or Sanitary Permit	 City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider 	
1. For applicants serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.		
1. For applicant with past and current partnership with the DSWD that involved transfer of funds a. Certification from DSWD Office and/or other	●DSWD Field Office — Financial and Management Service	
concerned government agencies that the applicant is free from any financial liability/obligation	 Government Agency where the Organization implemented or implements projects and programs. 	
	 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	FEES TO		PERSON RESPONSIBLE			
A.Assessment Procedures for Walk-in A	A.Assessment Procedures for Walk-in Applicants					
1: Secure application form thru the DSWD Website/ Standards Section – Field Office			Shayne Patindol			
 2: 1.Submit/ file application and supporting documents. 1.For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. 	None	30 minutes	Shayne Patindol			
3:If Complete, Settle the required processing fee.	Php. 1000.00	30minutes	Patricia Alith Pareja			
4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	None	15 minutes	Shayne Patindol			
5: Accomplish and drop the Customer's Feedback Form on the dropbox.		5 minutes	Shayne Patindol Standards Section Field Office Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez			
Note: Application documents received after	er 3:00 PM		red as a next working day			
6: Wait for the result of the assessment.	None	2 working days				
7: Confirm the Availability on the proposed Validation Visit	None	30 minutes				
8: Assist the Assessor during the conduct of the Validation visit.	None	1 working day per agreed schedule	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez			
9: Accomplish and place the Customer's Feedback Form on a sealed envelope.		5 minutes				
10: Awaits the result of the licensing assessment	None	3 working days				

















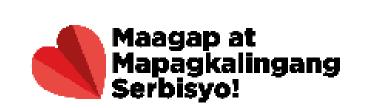
CLIENT STEPS A.Assessment Procedures for Walk-in Appendix 100 per	FEES TO PROCESS BE PAID ING TIME Applicants		PERSON RESPONSIBLE
11: Acknowledge the receipt of the Certificate of License to Operate.	None	1 working day (depending on the choice of the applicant)	SHAYNE L. PATINDOL/

PROCESSING TIME

For Complete and Compliant: 20 working days For Incomplete Submission: 17 working days

CLIENT STEPS	FEES TO		PERSON RESPONSIBLE
B. Processing Procedures of Applica Mail/Courier:	tions sub	mitted at Standard	
 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of concerned DSWD Field Office 	None	1 working day (depending on the choice of the applicant)	Shayne Patindol
2: Wait for the result of the document review.	None	2 working days	Michael Solera, Namra Musa, Emma Roble, Guada Marie
3. Settle the required processing fee.	None	15 minutes	Munez
 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: 1.Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the Organization_ Copy of OR for Licensing. 2.Hand-carry the Photocopy of Official Receipt 3.Courier the Photocopy of Official Receipt 	None	15 minutes	Shayne Patindol
5: Accomplish and drop the Customer's Feedback Form on the dropbox.	None	15 minutes	
Note: Applications received after 3:00pm sl		idered as a next work	
6: Wait for the notice of validation assessment.	None	3 working days	Jennifer Quimno/ Garce Yana Shalaine Marie Lucero
7: Confirm the Availability on the proposed Validation Visit	None	1 working day	Michael Solera, Namra Musa, Emma
8: Assist the Assessor during the conduct of the Validation visit.	None	1 working day	Roble, Guada Marie Munez













CLIENT STEPS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	INONE	1 working day (depending on the choice of the applicant)	Shayne Patindol
10: Wait for the result of the Validation visit.	None	Favorable: 11 working days Unfavorable: 8 working days	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
11: Wait on the release of the Certificate of License to Operate.	ivone	1 working day (depending on the choice of the applicant)	

PROCESSING TIME

For Complete and Compliant: 20 working days For Incomplete Submission: 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	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	 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	 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: SS, ARTA, PCC, CCB	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA) complaints @arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email @contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565

















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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION-SS

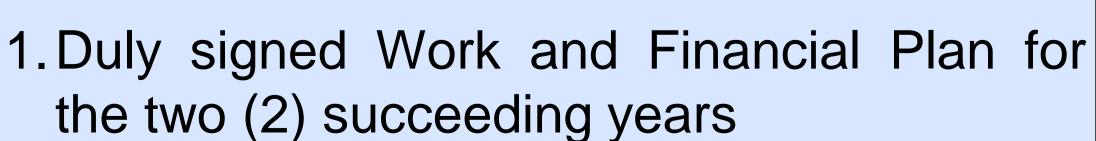
II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

New applicant Registered and licensed SWDA operating within the region.

WHAT ARE THE REQUIREMENTS? WHERE TO SECURE original copy of the Duly Any DSWD Field Office - Standards Section One (1) (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, Accomplished Application Form 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 https://www.dswd.gov.ph/issuances/#MCs For Residential Amended Administrative For New Applicant, submit one (1) original Order No. 11, s.2007 Entitled Revised copy of the pre-assessment conducted by Standards on Residential Care Service concerned Field Office covering the Area of Community Operation Based Please For email For Renewal, submit one (1) original copy of sb@dswd.gov.ph the assessment tool signed by the SWAs Head of Agency 3. One (1) Original Copy of each of the Securities Exchange Commission (SEC) following Documents Establishing Corporate Company Registration and Monitoring Existence and Regulatory Compliance PICC Department Secretariat Building, Complex, Roxas Boulevard, Pasay City, 1307 a. Certification of no derogatory information issued by SEC (for those operating more • https://www.dswd.gov.ph/downloads-2/ than six (6) months upon filing of the Annex 23. DSWD-RLA-F023 ABSNET Active application (not applicable for Public Membership SWDA) a. 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. For RAB President, the Standards Section shall be the one to issue the required certification. 4. One (1) Original Copy of each of the following Documents Establishing Track Record https://www.dswd.gov.ph/downloads-2/ and Good Standing Annex 9. DSWD-RLA-F009 Work and Financial Plan



- 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)
- Board Resolution by the Organization





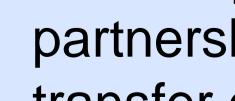








WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
3. Annual Accomplishment Report previous year4. Audited Financial Report of the previous year5. Profile of Clients served for the preceding and current year	
5. One (1) Original Copy of each of the following Basic Documents	
 Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others Profile of Board Trustees (Not applicable to Public SWDAs) Profile of Employees and Volunteers: At least one (1) full time staff who will manage 	 https://www.dswd.gov.ph/downloads-2/ 4. DSWD-RLA-F004 Manual of Operation
its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) Note: The first 4 Basic Documents are needed if only there is an update or amendment on	 https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board https://www.dswd.gov.ph/downloads-2/ Annex
documents recently submitted to DSWD Standards Bureau. For Applicant SWA's implementing Child Placement Services:	
 5. 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. 6. 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: 	
	 City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer
a. Fire Safety Inspection Certificate Water a. Potability Certificate or Sanitary Permit	 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



e. For applicants with past and current partnership with the DSWD that involved transfer of funds.

d. For applicant serving within the Ancestral

Domains of Indigenous People (IP)

Photocopy of NGO Accreditation from NCIP

f. Signed Data Privacy Consent Form

- the SVVDAs 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
- Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.
- Applicant

















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request received through courier/em Secures application form thru the DSWD Website/ Field Office		None	SWDA/ DSWD Field Office
Submits the application documents, gets a stamped receiving copy of the documents submitted and reference number for follow up of the request.	None	30 minutes	SHAYNE L. PATINDOL
Note: Application documents received transaction.	after 3:00 P	M shall be con	nsidered as a next working day
Awaits the result of the documents review and notice of pre-accreditation assessment	None	6 days, 7 hours 30 minutes	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
			Jennifer Quimno/ Garce Yana/ PPD-SS
			Shalaine Marie Lucero/ ORD
Receive the acknowledgment letter from the DSWD Field Office:	None	Depends on the SWDA	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.			
If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.			
For the SWDA with complete and compliant documents, participate in the conduct of pre- accreditation assessment		Minimum of 2 working days depending on the Programs and Services for	
Answer the CLIENT STEP Satisfaction— Measurement Form (CSMF) and submit it to the DSWD	None	Accreditation After the pre- accreditation assessment	Shayne Patindol
Field Office. What for the recult of the accessment	Nlono	11 morlein or	Technical Staff Standards
Wait for the result of the assessment.	None	11 working days	Bureau-Central Office
			PDO III - Section Head/Division Chief/Bureau Director Standards Bureau-Central Office















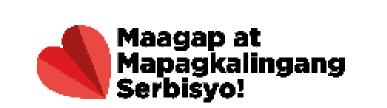


V. PROCESSING TIME

Social Work Agency: 20 working days Senior Citizen Center: 19 working days

How to send feedback	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	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	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 SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph















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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

Social Work Agencies w/ at least one (1) year valid license to operate

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
	 (SB) IBP Road, Constitution Hills, Batasar 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
	<u>2019-013.pdf</u>
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	• •
	(SB) IBP Road, Constitution Hills, Batasar
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	











WHAT ARE THE REQUIREMENTS?

WHERE TO SECURE

Original Copy of the Duly DSWD website Accomplished Declaration of Commitment • https://www.dswd.gov.ph/download/Document pursuant to AO No. 11 series of 2019

s-related-to-CSO-

Accreditation/list_of_forms_for_the_accreditati on_of_csos_as_implementing_entities_of_gov ernment_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 **APPLICABLE:**

REQUIREMENTS

AS DSWD website

https://www.dswd.gov.ph/download/Documentsrelated-to-CSO-

Accomplished List of Projects and Programs not csos as implementing entities of gover funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)

1. One (1) Original Copy of the Duly <u>Accreditation/list_of_forms_for_the_accreditatio</u> nment_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_2 019-013.pdf

2. One (1) Original Copy of Certificate of No DSWD website Default or Delay in Liquidating Funds signed by https://www.dswd.gov.ph/download/Documents- the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other <u>n_of_csos_as_implementing_entities_of_gover</u> Government Agencies, if applicable. (DSWD-SB-CSOA-004A)

related-to-CSO-

Accreditation/list_of_forms_for_the_accreditatio nment_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx

CLIENT STEPS	FEES TO	PROCESSIN S://www.gswd.g	PERSON RESPONSIBLE JOV.ph/issuances/MCs/MC_2
The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO	None	*30 minutes	Administrative personnel (SCMD)
The applicant CSO awaits for notification relative to the application	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO) Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez -Information and Communication Technology Management Services (ICTMS)
Actual Virtual/On-site Validation Assessment.	None	1 working day (per agreed schedule)	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Standards Bureau for those operating in more than one region
Awaits approval or denial of the application for accreditation	None	16 working days and 5 hours and 30 mins.	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Jennifer Quimno/ Garce Yana/ Shalaine Marie Lucero















CLIENT STEPS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Receives the Certificate of Accreditation or the Denial Letter	None	2 hours	Shayne L. Patindol

V. PROCESSING TIME

20 working days

How to send feedback	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	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	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 SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

















ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (CSO) ORGANIZED BY THE SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All eligible beneficiary CSOs organized by the Department through SLP.

WHERE TO	SECURE
DSWD Sustainable Regional Program (DSWD SLP-RPMO)	
	Regional Program

CLIENT STEPS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
A.Pre-Registration Procedures for Walk-i	n Applicants		
1: Submit/file application documents	None	1 day	Shayne Patindol
2: Wait for the result of the assessment	None	4 days	Jennifer Quimno
3: Issuance of Permit	None	2 days	Jennifer Quimno

Note: Application documents received after 3:00 PM shall be considered as a next working day

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.













IV. PROCESSING TIME

For Complete and Compliant: 7 working days

For Incomplete Submission: 30 minutes

FE	EDBACK AND COMPLAINTS MECHANISM
How to send feedback	 Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	 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
	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	 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, there 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.

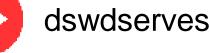
















ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (CSOS) NON-SLP ORGANIZED

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.

	WUAT ARE THE RECLIBEMENTS?			
	WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
1.	Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form.	 DSWD FO- Standards Section 		
2.	Proof of existence or presence of the CSO in its stated address and areaDuly accomplished and duly sworn Beneficiary CSO Accreditation Application Form of operation or organization, namely:	CSO Beneficiary Applicant		
b.	Pictures of office and direction sketch; and At least one of the following documents: i. Barangay certification ii. Certification or endorsement from at least two (2) publicly known individuals in the			
CO	mmunity iii. Other documents showing proof of existence			
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;	CSO Beneficiary Applicant		
ap ap liqu	Certificate of Good Standing – if the CSO plicant has received public funds prior to its plication; Specifically staying that the CSO has uidated, in accordance with COA regulations, all ad transfers due for liquidation	Government agency or agencies from which it has received public funds		
5.	Proof of having undergone Social Preparation	 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.Pre-Registration Procedures for Walk-i	n Applicants		
1: Submit/file application documents	None	2 hours	Shayne Patindol
2: Wait for the result of the assessment	None	18 days and 6 hours	Jennifer Quimno
3: Receives the Certificate of Accreditation	None	1 day	Jennifer Quimno

ivote: Application documents received after 3:00 PW shall be considered as a next working day

IV. PROCESSING TIME

For Complete and Compliant: 20 working days

For Incomplete Submission: 30 minutes

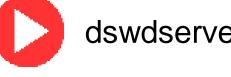
FEEDBA	ACK AND COMPLAINTS MECHANISM		
How to send feedback	 Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) 		
	●DSWD - Field Office send memo/email to Standards Bureau		
How feedbacks are processed	●FO send reply to the concerned citizen/ agencies within three (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	•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: SS,	Standards Section (SS)		
ARTA, PCC, CCB	standards.fo7@dswd.gov.ph (032) 233-8785 local 17120		
	Anti-Red Tape Authority (ARTA) complaints @arta.gov.ph 8-478-5093		
	Complaints warta.gov.pm 0-410-3033		
	Presidential Complaint Center (PCC)		
	pcc@malacanang.gov.ph 8888		
	Contact Center ng Bayan (CCB)		
	email@contactcenterngbayan.gov.ph		
	before CSC (Civil Service Commission)- 0908-881-6565		















ACCREDITATION OF PRE-MARRIAGE COUNSELORS

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

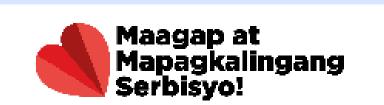
MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
One (1) Duly Accomplished Application Form. One (1) photocopy of the following documents	 DSWD Field Office - Standards Section , MJ Cuenco Sts., Cebu City Refer to DSWD Website – https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex A. PMC Form_App
	Any PRC Office nationwide
a graduate of four (4) year course:	Arry i ito Office Hatfortwide
a.Photocopy of Certificate of graduation/college diploma or transcript of records; or	
b. Certified photocopy of valid PRC ID.	
Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	Training Provider
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: Certification from immediate Supervisor; or An approved resolution	Local Government Office
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.	https://www.dswd.gov.ph/issuances/MCs/MC _2019-001.pdf Annex C. Documentation Report Template
Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
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.	















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Renewal	
Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	• Training Provider
Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (Annex D);	https://www.dswd.gov.ph/issuances/MCs/MC_20 19-001.pdf Annex D. PMC Form
Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C);	https://www.dswd.gov.ph/issuances/MCs/MC_20 19-001.pdf Annex C. PMC Form
Other documents to be made available during the	validation visit.
 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. 	
 Accomplished and consolidated result of client feedback/satisfaction survey (See Annex F) for the template) of about fifty (50) percent of the total number of counseled couple for the past year; and 	https://www.dswd.gov.ph/issuances/MCs/MC_20 19-001.pdf Annex F. PMC Form
 A summary/record on the number of Certificates of Marriage Counseling issued. 	

CLIENT STEPS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Ap	plicants		
Secures application form thru the DSWD Website/Field Office	None	*5 minutes	Shayne Patindol/
Submit/ file application and supporting documents at Field Office – Standards Section	None	*15 minutes	Shayne Patindol/
Awaits for acknowledgement or notification relative to the application.	None	5 working days and 2 hours	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
Accomplish and drop the Customer's Feedback Form on the dropbox.	None	*5 minutes	Shayne Patindol/

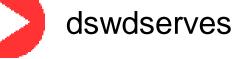
















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Actual Accreditation Assessment	None	1 working day	Shayne Patindol
Awaits the approval of the confirmation report/issuance of the Certificate	None	7 working days	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Jennifer Quimno/ Garce Yana/ Shayne Patindol
			Shalaine Marie Lucero, CESO IV
Awaits for the approval and issuance of certificate, if favorable.	None	5 working days	Shayne Patindol Shalaine Marie Lucero, CESO IV
Receives the Accreditation Certificate	None	1 working day	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez

V. PROCESSING TIME

18 working days and 2.25 hours

















How to send feedback	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	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	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.
	Standards Section (SS)
Contact Information of SS, CCB, PCC, ARTA	standards.fo7@dswd.gov.ph (032) 233-8785 local 17120
	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093
	Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888
	Contact Center ng Bayan (CCB): SMS: 0908-881-6565
	Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email: email@contactcenterngbayan.gov.ph
	Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

















ENDORSEMENT OF DUTY-EXEMPT IMPORTATION OF DONATIONS TO SOCIAL WELFARE AND DEVELOPMENT A6FN6ESR DIVISION

POLICY AND PLANS DIVISION-SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

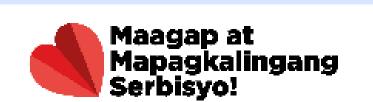
III. WHO MAY AVAIL OF THE SERVICE

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.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
Application form (DSWD DFE Form 1)	 DSWD Field Office - Standards Section , M. Cuenco Sts., Cebu City Refer to DSWD Website – https://www.dswd.gov.ph/issuances/MCs/MC_2079-021.pdf – DSWD DFE Form 1 		
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		
Notarized Deed of Acceptance	Notary public		
Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA		
Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.		
Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the done.		
Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_201 9-021.pdf – DSWD DFE Form 2 To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution		
OPTIONAL REQUIREMENTS			
Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781		
Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_201 9-021.pdf — DSWD DFE Form 3 To be certified correct by the concerned DSWD Field Office		
Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies		

#DSWDMayMalasakit









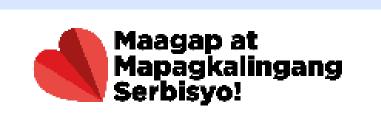


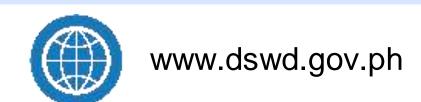




CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	None	*30 minutes	Shayne Patindol
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	Php1,000.0	*10 minutes	Patricia Alith Pareja
Awaits results of the assessment.	None	3 working days	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
Validation Visit	None	2 working days (per agreed schedule)	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez
Endorsement to the DSWD Central Office.	None	1 working day	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Shalaine Marie Lucero/ ORD
Approved applicants to pick up the Endorsement Letter	None	*10 minutes	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez

















V. PROCESSING TIME

14 working days

How to send feedback	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	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	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 SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

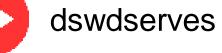
















ACCREDITATION OF SOCIAL WORKERS MANAGING COURT CASES (SWMCCs)

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

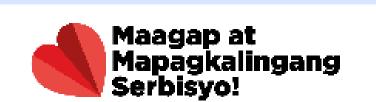
MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and centerbased facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
A. For New Applicants			
1. For Social Workers			
2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	 DSWD Field Office - Standards Standards Section, MJ Cuenco Sts., Cebu City Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 		
2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission		
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; *In case of lost certificate, a certified true copy from the training provider may be presented	Training Provider		
Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template		
Letter of Recommendation attesting to the competence of the social worker	 Any of the following: 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) 		
The following documents on cases handled must be made available during on-site assessment: Case study reports; Progress/running notes; Case summaries; Case conference proceedings/notes	Applicant/Client		















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
B. For Renewal			
1. For Social Workers			
Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions		
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		
Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client		
 The following documents on cases handled must be made available during on-site assessment: Case study reports; Progress/running notes; and Other relevant documentations pertaining to the cases 	Applicant/Client		
2. For Supervisors			
First three (3) requirements stated under renewal for social worker	(As stated above)		
 Technical supervisory notes of two (2) supervisees as proof of providing technical assistance 	Applicant/Client		
 The following documents on cases handled must be made available during on-site assessment: ✓ Case study reports; ✓ Progress/running notes/marginal notes; ✓ Case summaries; ✓ Case conference proceedings/notes 	Applicant/Client		

CLIENT STEPS	FEES TO BE PAID		PERSON RESPONSIBLE			
Applications received through Walk-in	Applications received through Walk-in Applicants/ Mail or Courier					
The Applicant shall file an application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together with the requirements stated above.	None	1 hour and 30 minutes	Jennifer Quimno/ Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez			
The Applicant shall coordinate with the Standards Bureau through the Field Office on the schedule of the assessment.		1 day (per agreed schedule)	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez			
Qualified applicants shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed	None	30 minutes	SHAYNE L. PATINDOL/			

















V. PROCESSING TIME

20 working days

How to send feedback	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	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
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