

PROVISION OF ASSISTANCE UNDER THE RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS (RRPTP)

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS (RRPTP)

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

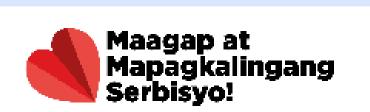
MONDAY- FRIDAY (8:00 AM-5:00 PM)

IV. WHO MAY AVAIL OF THE SERVICE

- 1. VICTIM-SURVIVOR OF TRAFFICKING
- 2. FAMILIES OF THE VICTIM-SURVIVOR OF TRAFFICKING
- 3. WITNESSES OF CASES OF HUMAN TRAFFICKING
- 4. COMMUNITIES WITH HIGH INCIDENCE OF TRAFFICKING

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
CASE MANAGEMENT	
 TRAVEL DOCUMENTS (FOR REPATRIATED TIP VICTIMS) (1 ORIGINAL AND 1 PHOTOCOPY) VALID ID	DEPARTMENT OF FOREIGN AFFAIRS / PHILIPPINE EMBASSY (FOR REPATRIATED TIP VICTIMS)
MEDICAL ASSISTANCE	
1. CLINICAL ABSTRACT / MEDICAL CERTIFICATE WITH SIGNATURE AND LICENSE NUMBER OF THE ATTENDING PHYSICIAN (ISSUED WITHIN THREE MONTHS) (1 ORIGINAL AND 1 PHOTOCOPY) 2. HOSPITAL BILL (FOR PAYMENT OF HOSPITAL BILL) OR PRESCRIPTION (FOR MEDICINES) OR LABORATORY REQUESTS (FOR PROCEDURES) (1 ORIGINAL AND 1 PHOTOCOPY) 3. BARANGAY CERTIFICATE AND VALID ID FOR THE CLIENT (1 ORIGINAL AND 1 PHOTOCOPY)	HOSPITAL WHERE THE CLIENT IS ADMITTED OR SEEN.













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE	
EDUCATIONAL ASSISTANCE		
 SCHOOL REGISTRATION AND/ OR CERTIFICATE OF ENROLMENT (1 ORIGINAL AND 1 PHOTOCOPY) STATEMENT OF ACCOUNT FOR TERTIARY EDUCATION (1 ORIGINAL AND 1 PHOTOCOPY) VALID SCHOOL ID (2 PHOTOCOPY) VALID ID OF THE PARENT/ GUARDIAN (1 ORIGINAL AND 1 PHOTOCOPY) 	SCHOOL WHERE THE CLIENT IS ENROLLED	
SKILLS TRAINING		
1. OFFICIAL RECEIPT FROM THE TRAINING SCHOOL (TESDA/ CHED ACCREDITED TRAINING SCHOOL. (1 ORIGINAL AND 1 PHOTOCOPY) 2. VALID SCHOOL ID (2 PHOTOCOPY)		
FINANCIAL ASSISTANCE FOR EMPLO	YMENT	
(E.G. DRIVER'S LICENSE, NBI AND PO CERTIFICATE ETC.)	DLICE CLEARANCE, MEDICAL	
1. CONTRACT OF EMPLOYMENT OR ANY SIMILAR DOCUMENT WHICH INDICATES THAT THEY ARE HIRED (1 ORIGINAL AND 1 PHOTOCOPY) 2. VALID ID	EMPLOYER OF THE CLIENT	

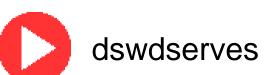




(2 PHOTOCOPY)









WHAT ARE THE REQUIREMENTS?

WHERE TO SECURE

FINANCIAL ASSISTANCE FOR LIVELIHOOD

- 1. RESULT OF THE HANDA KA NA BANG MAGNEGOSYO? THE CLIENT SCORE'S MUST BE 75 AND ABOVE IN ORDER TO BE ELIGIBLE FOR THE LIVELIHOOD PROGRAM, TO DETERMINE THE PREPAREDNESS OF THE CLIENT TO START THEIR BUSINESS. RE-ASSESSMENT WILL BE CONDUCTED TO CLIENTS WHO WILL HAVE A SCORE OF 74 AND BELOW OR THEY MAY BE CONSIDERED TO AVAIL FINANCIAL ASSISTANCE FOR EMPLOYMENT. (1 ORIGINAL AND 1 PHOTOCOPY)
- DSWD FIELD OFFICE VII -RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS

- 2. PROJECT PROPOSAL, THEY MAY WRITE USING THEIR VERNACULAR OR LOCAL DIALECT. THEY MAY BE ASSISTED BY THE SOCIAL WORKER IN PREPARATION OF THE SAID PROPOSAL. (1 ORIGINAL AND 1 PHOTOCOPY)
- 3. VALID ID (2 PHOTOCOPY)
- 4. SOCIAL CASE STUDY REPORT (1 ORIGINAL)

LOGISTICAL SUPPORT DURING AND POST-RESCUE OPERATION OF VICTIM-SURVIVORS OF TRAFFICKING

1. NO DOCUMENTS NEED.

DSWD FIELD OFFICES -VICTIM-SURVIVORS OF TRAFFICKING DURING RESCUE OPERATION. SOCIAL WORKERS ARE HIGHLY NEEDED TO PROVIDE PSYCHOSOCIAL COUNSELING AND ASSIST VICTIM-SURVIVORS OF TRAFFICKING ALL THROUGHOUT THE PROCESS FROM RECOVERY TO REINTEGRATION.

PROVISION OF TEMPORARY SHELTER

- 1. MEDICAL CERTIFICATE (1 ORIGINAL AND 1 PHOTOCOPY)
- 2. CASE SUMMARY (1 ORIGINAL)
- 3. REFERRAL LETTER FROM THE SOCIAL WORKER (1 ORIGINAL)

DSWD FIELD OFFICES -VICTIM-SURVIVORS OF TRAFFICKING MAY BE PLACED IN DSWD RUN/ REGISTERED, LICENSED AND ACCREDITED RESIDENTIAL CARE FACILITIES FOR PROTECTIVE CUSTODY.











WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
SUPPORT FOR VICTIM-SURVIVORS/ VASSISTANCE	WITNESS AND TRANSPORTATION
 VALID ID (2 PHOTOCOPY) SOCIAL CASE STUDY REPORT (1 ORIGINAL) OFFICIAL RECEIPT FOR THE CLIENT'S BOARD AND LODGING (1 ORIGINAL AND 1 PHOTOCOPY) 	DSWD FIELD OFFICE VII – RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. THE VICTIM SURVIVORS OF TRAFFICKING MAY VISIT THE DSWD FIELD/ REGIONAL OFFICE OR RESCUED	NONE	1 HOUR AND 35 MINUTES	XHELXEA FRANCESCA A. LERIOS / IDELLE MAE O. IWAYAN SOCIAL WELFARE
BY SOCIAL WORKER			OFFICER II RRPTP KHYLL D. MARIQUIT RESIDENTIAL SOCIAL WORKER CHILDREN AND WOMEN CENTER (CWC)











CLIENT STEPS		PROCESSING	PERSON
	BE PAID	TIME	RESPONSIBLE
2. SUBMISSION OF	NONE	TEMPORARY	XHELXEA
DOCUMENTARY		SHELTER	FRANCESCA A.
REQUIREMENT FOR		(2 DAYS)	LERIOS /
THE SERVICE/S TO			IDELLE MAE O.
BE AVAILED		LIVELIHOOD	IWAYAN
		ASSISTANCE	SOCIAL WELFARE
		(12 DAYS)	OFFICER II
			RRPTP
		OTHER	
		ASSISTANCE	AND
		(5 DAYS)	
			PROJECT
			DEVELOPMENT
			OFFICER II
			SUSTAINABLE
			LIVELIHOOD
			PROGRAM (SLP)
			ROSEMARIE S.
			SALAZAR
			DIVISION CHIEF
			PSD OFFICE
			AND
			JUNNEL P. DEMAPE
			SECTION HEAD
			BUDGET SECTION
			SHALAINE MARIES.
			LUCERO, CESO IV
			REGIONAL
			DIRECTOR
			OFFICE OF THE
			REGIONAL
			DIRECTOR (ORD)
			BABY ANN C. NARA
			ADMIN ASST. II
			CASH SECTION











VI. PROCESSING TIME

TOTAL PROCESSING TIME FOR TEMPORARY SHELTER: 2 DAYS
TOTAL PROCESSING TIME FOR CIVELIHOOD ASSISTANCE: 12 DAYS

TOTAL PROCESSING TIME FOR OTHER ASSISTANCE: 5 DAYS

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	Fill out the Client Satisfaction Survey Form and submit it to RRPTP Social Worker. Clients may also send an email to rrptp.fo7@dswd.gov.ph or send a text message at mobile number 0917-703-0967.
How to file a complaint	At the end of each month, RRPTP Social Worker will consolidate all the feedback received. Discuss and consider appropriate actions.
Complainant using 8888	Client may write a letter to the Regional Director providing the following details; • Full name and contact information of the complainant • Narrative of the complaint • Evidences • Name of the person or specific mechanism that is being complained
How complaints are processed	 Discuss and validate the complaints being raised. Consider appropriate actions. Concerned staff prepares a feedback report. Provide feedback to the complainant.
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	ARTA: complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099 PACe: pace@op.gov.ph : 8888 CCB: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)







