



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. TYPE OF TRANSACTION

COMPLEX TRANSACTION

#### III. SCHEDULE OF AVAILABILITY OF SERVICE

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

#### IV. 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 by the	<ul> <li>Standards Section (SS) of the</li> </ul>
Agency Head or his/her authorized representative	concerned DSWD Field Office
	<ul> <li>https://www.dswd.gov.ph/issuances/M</li> </ul>
	<u>Cs/MC_2021-005.pdf</u>
	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	
	Annex 5 - DSWD-SB-PSF-003:
2 Underteling to comply with the remaining requirements for the	Project Proposal
3.Undertaking to comply with the remaining requirements for the	
issuance of Solicitation Permit	<u>Cs/MC_2021-005.pdf</u>
	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 duly	
certified by the agency's auditor/bookkeeper/finance officer, if	-
applying for renewal of permit/authority	Annex 12 - DSWD-SB-PSF-010:
	Fund Utilization Report
5. Sample of additional specific requirements for each methodology	<ul> <li>Applicant</li> </ul>
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, marathon, cycling	
	<ul> <li>Concerned LGU where the applicant</li> </ul>
the applicant Person, Corporation, Organization or Association is	
the diplomating of the control of th	
based, is not in any way connected, engaged or involved in any	
and similar activities 5.9. Rummage sale, garage sale, sale of goods and other similar forms 6. Certification from the Barangay, City or Municipality from where	

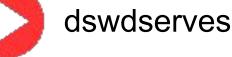


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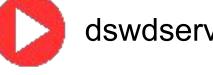
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Procedures for Wa	Ik-in Applicants		
1.Submit Application Documents	None	10 minutes	SHAYNE L. PATINDOL -Support Staf Standards Section
	None	40 minutes	Jennifer Quimno -Section Head Standard Section
2: Awaits the result of Assessment	None	4 hours	Michael Solera, Namra Musa, Emma Role, Guada Marie Munez -Technical Stafff Standards Section
2: Awaits the result of Assessment		2 hours	Michael Solera, Namra Musa, Emma Role, Guada Marie Munez -Technical Staff Standards Section
		3 hours	Jennifer Quimno -Section Head Standard Section
3: Awaits the result of application	None	3 hours 10 minutes	Jennifer Quimno -Section Head Standard Section
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	Processing Procedures of Applications submitted at Standards Bureau		
1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:	None	*10 minutes	SHAYNE L. PATINDOL - Support Staff
Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex,			Standards Section
Constitution Hills, Quezon City.			
2: Awaits the result of Assessment	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau
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
			Standard Section  Division Chief SCMD  Standards Bureau  DSWD Central Office*
3: Awaits the result of application	None	3 hours 10	Jennifer Quimno
		minutes	-Section Head Standard Section n
			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)
6: Awaits the result of application	None	1 day	DSWD Central Office*  DSWD Secretary or Authorized  Representative
7: Receive the Certificate	None	1 hour	Support Staff
			Standards Bureau DSWD Central Office

#### V. PROCESSING TIME

6 working days

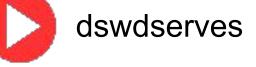
















#### VI. FEEDBACKS AND COMPLAINTS MECHANISM

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.
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

#### III. SCHEDULE OF AVAILABILITY OF SERVICE

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

#### IV. 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 charitable and public welfare purposes	on or 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
	<ul> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> </ul>
	<ul> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</li> <li>Annex 2: DSWD-SB- PSF-001: Application Form</li> </ul>
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	Registration and Monitoring Department Secretariat Building,
*Not applicable to Government Agencies and SWDAs with Valid RLA	d. Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the	PICC Complex, Roxas Boulevard, Pasay City, 1307
applicant organization or agency. *Not applicable to Government Agencies and SWDAs with Valid RLA.	
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.	d Annex 5 - DSWD-SB-PSF-003: Project
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.	Author of Board Board
6. Notarized Written Agreement or any similar documen 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 or	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
<ul> <li>8.1. Director of Private Schools</li> <li>8.2. Schools Superintendent of Public School</li> <li>8.3. Head or authorized representative of National Government Agencies (NGAs)</li> <li>8.4. Head or authorized representative of Local Government Unit (LGU)</li> <li>8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>6. Others</li> </ul>	
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 funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)	21-005.pdf
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul> <li>Commitment</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.pdf</li> <li>Annex 12 - DSWD-SB-PSF-010: Fund Utilization</li> </ul>
	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.





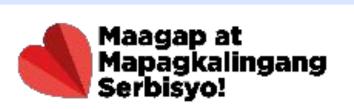






Department of Social Leffs reached Delegation of So	7 FEES TO	PROCESSING	PERSON RESPONSIBLE	
Department of Social Violfard and Divelopment	BE PAID	TIME	I LIXOUTILE ONSIDEL	
1: Secure application form thru	None	*5 minutes	SHAYNE L. PATINDO	
the DSWD Website or from the			-Support Staff	
DSWD Field Office			Standards Section	
2: Payment of Processing Fee	None	*15 minutes	SHAYNE L. PATINDO	
			-Support Staff	
			Standards Section	
			Michael Solera, Namra Musa,	
	None	3 days	Emma Role, Guada Marie Munez	
			-Technical Staff	
			Standards Section	
Note: Application documents	s received afte	er 3:00 PM shall be	e considered as a next working	
	day t	transaction.		
4: Wait for the result of the				
assessment	None	7 days	Michael Solera, Namra Musa,	
			Emma Role, Guada Marie Munez	
			-Technical Staff	
			Jennifer Quimno	
			-Section Head/	
			Garce Yana	
	None	2 days, 6 Hours		
		and 30 minutes	-Division Chief	
			Standards Section	
			Policy and Plans Division	
			Shalaine Marie Lucero, CESO	
		1 day	<b>IV</b>	
	None		Regional Director	
	INOTIC			
			Technical Staff	
		1 day	Standards Compliance and	
	None		Monitoring Division (SCMD),	
	140110		Division Chief, Bureau Director -	
			Standards Bureau	
		2 days	DSWD Central Office	
	None			
			Assistant Secretary	
			DSWD Central Office	
			Undersecretary	
			DSWD Central Office	
			DOVID Celitial Cilice	
			DSWD Secretary or Authorized	
			Representative	
			DSWD Central Office	
5: Issuance of Permit	None	1 Hour and 30	Focal Person	
		minutes	Standards Compliance and	
			Monitoring Division (SCMD)	
			Division Chief, Bureau Director	
			Standards Bureau	
			DSWD Central Office	
			DOVID Ochlar Office	
A DTA Maagap at	#DC\\/D\	10vN/alacakit		

















#### 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)
Contact information of: SS ARTA, PCC, CCB	standards.fo7@dswd.gov.ph (032) 233-8785 local 17120
AITIA, I CO, COD	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

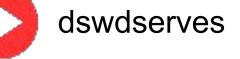
















# ISSUANCE OF REGIONAL TEMPORARY SOLICITATION PERMIT/CERTIFICATE AUTHORITY TO CONDUCT FUNDRAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION DURING STATE OF EMERGENCY/CALAMITY

#### I. OFFICE OR DIVISION

applicants integrity and capability

ARTA asing activity Manager at Manager a

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 rece state 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	
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.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).	<ul> <li>https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</li> <li>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
5. Additional Requirements for Persons  a. Two valid government issued Identification	Applicant
Cards	

to launch a

**#DSWDMayMalasakit** 







WHAT ARE THE REQUIREMENTS?  6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) 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	based.
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/downloads-forms-dow nloads-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. 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)	

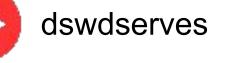














WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6. Fund Utilization Report for those applying for	
renewal of their solicitation permit (Annex 12).	nloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf
	Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
7. Certification 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 Associations	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-dow nloads-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)	• Applicant













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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	
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.	
corporations (GOCCs), and Local Government	ncies (GAs), government owned and controlled nt Units (LGUs) desiring to solicit 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-down loads-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 solicitation, approved by the Head of Agency	• https://www.dswd.gov.ph/downloads-forms-down loads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_20 21-005.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/downloads-forms-down loads-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).	<ul> <li>https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf</li> <li>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
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	

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	PERSON RESPONSIBLE
		TIME	
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: Submission of Application	PhP500.00	30 minutes	Shayne L. Patindol/ Support Staff Standards Section
Note: Application docume transaction.	nts received after 3:0	00 PM shall be cons	idered as a next working day
2: Awaits the result of Assessment	None	12 Hours	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff
			Jennifer Quimno / Section Head
			Garce Yana/ Division Chief
			Shalaine Marie Lucero, CESO IV
			/ Regional Director
3: Awaits the result of application	None	3 Hours	Jennifer B. Quimno / Section Head
4: Awaits the result of application	None	3 Hours	Garce Yana / Division Chief
5: Awaits the result of application	None	5 Hours	Shalaine Marie Lucero, CESO IV / Regional Director
6: Receive the Certificate	None	30 minutes	Shayne L. Patindol / Support Staff Standards Section
TOTAL Complete and Compliant	₱500.00	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission		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		10 minutes	Shayne L. Patindol / Support Staff Standards Section
Note: Application docume	ents received after 3	3:00 PM shall be co	nsidered as a next working

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 Technical Staff  Jennifer Quimno/ Section Head  Garce Yana/ Division Chief  Shalaine Marie Lucero, CESO IV/
3: Awaits the result of application	None	3 Hours	Regional Director  Jennifer B. Quimno / Section Head
4: Awaits the result of application	None	3 Hours	Garce Yana/ Division Chief
5: Awaits the result of application	None	5 Hours	Shalaine Marie Lucero, CESO IV/ Regional Director
6: Receive the Certificate	None	30 minutes	Shayne L. Patindol/ Support Staff Standards Section
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 frie the Local Social Welfare and Development O	nd ailing of a chronic ailment as endorsed by ffice (LSWDO)
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	
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
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.	
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	
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
Mapagkalingang



WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
7.Pledge of Commitment (Annex 11)	https://www.dswd.gov.ph/downloads-forms-dow nloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge
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 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
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	Concerned LGU where the applicant is based.
B. For Person/s whose child, relative or frien registered, licensed and/or accredited Social \	d ailing of a chronic ailment as endorsed by a Welfare and Development Agency (SWDA)
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. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.	
For children beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.	
4. Endorsement or Certification from Licensed apt Accredited Symples an individual y to a solicit funds under their hame 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-dow nloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2 021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund
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	
	https://www.dswd.gov.ph/downloads-forms-dow nloads-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-dow nloads-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.  Maagap at #DSM/DMov/Mo	













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/down.nloads-public solicitation forms.  https://www.dswd.gov.ph/issua.021-005.pdf  Annex 11 - DSWD-SB-PSF-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 Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Fund Utilization Report of proceeds and expenditures.  12. DSWD-SB-PSF-Utilization Report  13. Official Receipt as proof of payment of expenditure.	URE
021-005.pdf Annex 6 - DSWD-SB-PSF-004: Governing Board the conduct of public solicitation the conduct of public solicitation the conduct of public solicitation  1. Notarized Written Agreement or any similar document signifying the intended beneficiary/less concurrence as recipient of the fundriaising activities. For children beneficiaries, only the parent's or maternal/paternal relative/s may sign the document on behalf of the child.  3. Pledge of Commitment  4. **Applicant**  **Ap	
6. Board Resolution or any document authorizing the conduct of public solicitation thitps://www.dswd.gov.ph/issua.021-005.pdf  Annex 10 - DSWD-SB-F. Resolution  7. Notarized Written Agreement or any similar document signifying the intended beneficiaryliss 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/down.nloads-public solicitation forms https://www.dswd.gov.ph/issua.021-005.pdf  Annex 11 - DSWD-SB-PSF-Commitment  • • https://www.dswd.gov.ph/issua.021-005.pdf  Annex 11 - DSWD-SB-PSF-Commitment  • Applicant  • opinional solicitation activities in their agency's jurisdiction, as applicable:  a. Director of Private Schools  b. Schools Superintendent of Public School  c. Head or authorized representative of National Government Agencies (NGAs)  d. Head or authorized representative of National Government Unit (LGU)  e. Bishop/Parish Priest/Minister or Head of Sect or Denomination  f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of https://www.dswd.gov.ph/issua.021-005.pdf  Annex 12 - DSWD-SB-PSF-Utilization Report  • Applicant	nces/MCs/MC_2
the conduct of public solicitation  https://www.dswd.gov.ph/downnloads-public solicitation forms  https://www.dswd.gov.ph/issua 021-005.pdf  Annex 10 - DSWD-SB-F Resolution  7.Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundralsing 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/downnloads-public solicitation forms  https://www.dswd.gov.ph/downnloads-public solicitation forms  https://www.dswd.gov.ph/downnloads-public solicitation forms  https://www.dswd.gov.ph/issua 021-005.pdf  Annex 11 - DSWD-SB-PSF- Commitment  • Applicant  • ohttps://www.dswd.gov.ph/issua 021-005.pdf  Annex 12 - DSWD-SB-PSF- Utilization Report  • Applicant  • ohttps://www.dswd.gov.ph/idown nloads-public solicitation forms  https://www.dswd.gov.ph/idown nloads-public solicitation forms  • https://www.dswd.gov.ph/idown nloads-public solicitation forms	: Profile of
7.Notarized Written Agreement or any similar document signifying the intended beneficiary/fies 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  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 Schools b.Schools Superintendent of Public School c.Head or authorized representative of National Government Unit (LGU) e.Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Fund Utilization Report of proceeds and expenditures.  12. DSWD-SB-PSF-Utilization Report Utilization Report	
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/les 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  8. 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 Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of •Applicant  12. DSWD-SB-PSF-Utilization Report •Applicant  Applicant  •Applicant  • Applicant  • Applicant  • Applicant	nces/MCs/MC_2
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  8.Pledge of Commitment  1. **  https://www.dswd.gov.ph/downnloads-public solicitation forms https://www.dswd.gov.ph/issua021-005.pdf  Annex 11 - DSWD-SB-PSF-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 Schools b.Schools Superintendent of Public School c.Head or authorized representative of National Government Agencies (NGAs) d.Head or authorized representative of Local Government Unit (LGU) e.Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  10. Fund Utilization Report of proceeds and expenditures.  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of expenditure expenditures.	PSF-008: Board
https://www.dswd.gov.ph/down nloads-public solicitation forms https://www.dswd.gov.ph/issua 021-005.pdf  Annex 11 - DSWD-SB-PSF- Commitment  • Applicant  • Applicant  imited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:  a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  • https://www.dswd.gov.ph/down nloads-public solicitation forms https://www.dswd.gov.ph/issua 021-005.pdf  Annex 12 - DSWD-SB-PSF- Utilization Report • Applicant	
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 Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of  • Applicant	
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 Schools b.Schools Superintendent of Public School c.Head or authorized representative of National Government Agencies (NGAs) d.Head or authorized representative of Local Government Unit (LGU) e.Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of  • Applicant  • Applicant	nces/MCs/MC_2
limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:  a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of Applicant	-009: Pledge of
b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others  10. Fund Utilization Report of proceeds and expenditures.  11. Official Receipt as proof of payment of  https://www.dswd.gov.ph/issua.021-005.pdf  Annex 12 - DSWD-SB-PSF- Utilization Report  Applicant	
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/downnloads-public solicitation forms https://www.dswd.gov.ph/issua.021-005.pdf  Annex 12 - DSWD-SB-PSF-Utilization Report  11. Official Receipt as proof of payment of • Applicant	
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/down nloads-public solicitation forms https://www.dswd.gov.ph/issua 021-005.pdf  Annex 12 - DSWD-SB-PSF- Utilization Report  11. Official Receipt as proof of payment of  • Applicant	
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/down.nloads-public solicitation forms.  • https://www.dswd.gov.ph/issua.021-005.pdf  Annex 12 - DSWD-SB-PSF-Utilization Report  11. Official Receipt as proof of payment of • Applicant	
f. Others  10. Fund Utilization Report of proceeds and expenditures.  • https://www.dswd.gov.ph/down.nloads-public solicitation forms.  • https://www.dswd.gov.ph/issua.021-005.pdf  • Annex 12 - DSWD-SB-PSF-Utilization Report  11. Official Receipt as proof of payment of • Applicant	
expenditures.  https://www.dswd.gov.ph/downnloads-public solicitation forms  https://www.dswd.gov.ph/issua 021-005.pdf  Annex 12 - DSWD-SB-PSF- Utilization Report  11. Official Receipt as proof of payment of Applicant	
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Utilization Report  11. Official Receipt as proof of payment of •Applicant	nces/MCs/MC_2
	010: Fund
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Finance Management Service DSVVD www.dswd.gov.ph	dswdserv



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	
<ul><li>i. Rummage sale, garage sale, sale</li><li>13. Certification from the Barangay, City or</li></ul>	<ul> <li>Concerned LGU where the applicant is</li> </ul>
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 Agen	
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_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 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)	















	• 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
<ul><li>a. Ticket, Ballots, Cards and similar forms</li><li>b. Donation Boxes, Coin Banks and other similar forms</li></ul>	
<ul><li>c. Benefits show such as fashion show, concert and similar activities</li><li>d. Photo or Painting Exhibits and similar activities</li></ul>	
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	
<ul><li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li><li>i. Rummage sale, garage sale, sale of goods and other similar forms</li></ul>	
E. For Social Welfare and Development Age licensing and/or accreditation	ncy (SWDA) with updated/valid registration,
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:
2.Project Proposal including the Work and	Application Form
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. 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	locakit
the child/children or maternal/paternal relatives #DSWDMayMa may sign the document on behalf of the child.	lasakit www.dswd.gov.ph figure 10 to 10 dswdserves



WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	Applicant
5.Board Resolution or any document authorizing the conduct of public solicitation	https://www.dswd.gov.ph/downloads-forms-do wnloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_ 2021-005.pdf Annex 10-DSWD-SB-PSF-008:Board
6.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul><li>■ Applicant</li></ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	https://www.dswd.gov.ph/downloads-forms-do wnloads-public solicitation forms/ or;
	https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund
8. Sample of additional specific requirements for each methodology to be used, such as:	<ul><li>Utilization Report</li><li>Applicant</li></ul>
<ul><li>a. Ticket, Ballots, Cards and similar forms</li><li>b. Donation Boxes, Coin Banks and other similar forms</li></ul>	
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	
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.	

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 Procedu applicant of Regional Pu		<del>-</del> -	ation documents from the ed DSWD Field Office
1: Submit Application	None	2 Hours	Michael Solera, Namra Musa, Emma Role, Guada Marie Munez- Technical Stafff Standards Section
2: Receives reference number for tracking	None	1 Hour	Shayne L. Patindol / Support Staf Standards Section

3: Payment of processing fee	PhP500.00	1 Hour	Applicant  Patricia Alith Pareja / Cashier  Shayne L. Patindol / Support Staf Standards Section
4: Submission of the OR for attachment to the application		1 Hour	Shayne L. Patindol / Support Staf Standards Section

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

5: Waiting for the result of	None	4 Hours	Jennifer Quimno
the application			-Section Head
			Standard Section
6: Receipt of the signed	None	10 minutes	Michael Solera, Namra
and approved Solicitation			Musa, Emma Role, Guada
Permit			Marie Munez
			-Technical Stafff
			Standards Section
			Shayne L. Patindol /
			Support Staf
			Standards Section
			Annlicant
			Applicant
Total No. of Days	₱500.00	Seven (7) Working Days	
Complete but	<b>₱</b> 500.00	Three (3) Working Days	
Non-Compliant and/or Incomplete Submission:			
Incomplete Submission:	None	30 minutes	

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

<sup>\*\*</sup> 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
Application Form  (Note: Per Secretary's advisory, during state of	
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.  3. Copy of any of the following:	<ul> <li>Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
o. 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	<ul> <li>https://www.dswd.gov.ph/downloads-2/publications1_ Annex 5. DSWD-RLA-F005</li> <li>Brochure</li> </ul>
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul> <li>https://www.dswd.gov.ph/downloads-2/publi cations1 Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>
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.













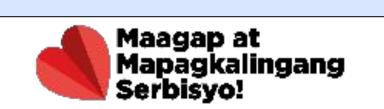
CLI	ENT STEPS	FEES TO BE	PROCESS ING TIME	PERSON RESPONSIBLE
A. Pre-Registrat	ion Procedures for Wa	alk-in Applicant	S	
• •	lication form thru the or from the DSWD	None		
complete requ	uments.  organizations with irements, receive the	None		Shayne Patindol/ -Support Staf Standards Section
applicant organacknowledgem	rements.  The requirements, the nization shall sign the ent of the returned of the checklist of the checklis		30 minutes	
· ·	e, Settle the required and make payments to nor thru online.	Php. 1000.00	30minutes	Patricia Alith Pareja / Cashier
	e DSWD Standards otocopy of the Official	None	5 minutes	Shayne Patindol/ -Support Staf Standards Section
Measurement accomplished a	ne CLIENT Satisfaction Form is duly nd emailed/via courier nt to the Standards	None	5 minutes	Shayne Patindol/ -Support Staf Standards Section  Michael Solera, Namra Musa, Emma Role, Guada Marie Munez- Technical Stafff
Note: Applicati	ion documents received	after 3:00 PM s	hall be conside	red as a next working day
				Jennifer Quimno/ Section Head
6: Wait for assessment.	the result of the	None	2 working days and 30 mins.	Garce Yana/ Division Chief  Shalaine Marie Lucero,
				CESO IV/ Regional Director
7: Signs in the certificate thru p	logbook for received ick-up.	None	30 minutes	Shayne Patindol/ -Support Staf Standards Section

#### IV. PROCESSING TIME

For Complete and Compliant: 3 working days

For Incomplete Submission: 30 minutes

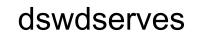












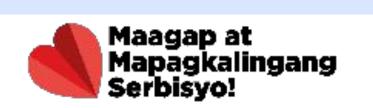




CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
B. Processing Procedures of Appli Mail/Courier:					
<ul> <li>1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:</li> <li>Standards Section</li> <li>DSWD Field Office VII,</li> <li>Mj Cuenco Avenue, Cor. Maxilom Ave.</li> <li>Barangay Carreta, Cebu City.</li> </ul>	None	30 minutes	Shayne L. Patindol/ Support Staff Standards Section		
Note: Application documents received a 2: Wait for the result of the document review.			Patricia Alith Pareja/ Cashier		
3. Receive the Certificate and confirmation letter.	None	30 Minutes	Shayne L. Patindol/ Support Staff Standards Section		

PROCESSING TIME: 3 working days











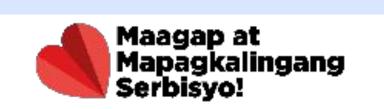






FEEDBACK AND COMPLAINTS MECHANISM				
	<ul> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>			
	<ul> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>			
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.			
processed	<ul> <li>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.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>			
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
	Application Form	<ul> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>https://www.dswd.gov.ph/downloads-2/publi</li> </ul>
		cations1 Annex 2. DSWD-RLA-F002 Application Form for Licensing
	Documents:  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
	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
	. Profile of Board of Trustees	<ul> <li>https://www.dswd.gov.ph/downloads-2/</li> <li>Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> </ul>
C	. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)	<ul> <li>Securities Exchange Commission (SEC)</li> <li>Company Registration and Monitoring Department Secretariat</li> <li>Building, PICC Complex, Roxas Boulevard,</li> </ul>
8	. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years	
t	. Work and Financial Plan for the two (2) succeeding years	<ul><li>Zamboanga City)</li><li>Board resolution by the Organization</li></ul>
		<ul> <li>https://www.dswd.gov.ph/downloads-2/</li> <li>Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>













WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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 Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	
c. Documents Establishing Corporate Existence and Regulatory Compliance	
<ol> <li>For Center Based (Residential and Non-Residential Based)</li> <li>Copy of the valid safety certificates namely:</li> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety</li> </ol>	
Certificate (for old buildings)  b. Fire Safety Inspection Certificate	<ul> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> </ul>
c. Water Potability Certificate or Sanitary Permit	<ul> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>
1. For applicants serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	
2. For applicant with past and current partnership with the DSWD that involved transfer of funds	●DSWD Field Office — Financial and Management Service
a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	•Government Agency where the
	<ul> <li>Management Service</li> <li>Government Agency where the Organization implemented or implements projects and programs.</li> </ul>

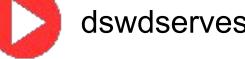
**Note to Applicant**: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.















CLIENT STEPS	BE PAID		PERSON RESPONSIBLE
. Assessment Procedures for Walk-in Ap	plicants		
1: Secure application form thru the DSWD Website/ Standards Section – Field Office	None		Shayne Patindol
documents.  2For applicant organizations with complete requirements, shall have		30 minutes	Shayne L. Patindol/ Support Staff Standards Section
applicant organization shall sign the acknowledgement of the returned			
3:If Complete, Settle the required			
processing fee.	Php. 1000.00	30minutes	Patricia Alith Pareja/ Cashier
	None	15 minutes	Shayne L. Patindol/ Support Staff Standards Section
5: Accomplish and drop the Customer's Feedback Form on the dropbox.		5 minutes	Shayne L. Patindol/ Support Staff Standards Section  Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff
Note: Application documents received after	er 3:00 PM s	shall be conside	ered as a next working day
	None	2 working days	as a riont worthing day
•	None	30 minutes	Michael Solera, Namra
	None	1 working day per agreed schedule	Musa, Emma Roble, Guada Marie Munez
·	None	5 minutes	Technical Staff
10: Awaits the result of the licensing	None	3 working days	
	1: Secure application form thru the DSWD Website/ Standards Section – Field Office  2: .1Submit/ file application and supporting documents.  3: For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.  3: 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.  4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).  5: Accomplish and drop the Customer's Feedback Form on the dropbox.  Note: Application documents received after 6: Wait for the result of the assessment.  7: Confirm the Availability on the proposed Validation Visit  8: Assist the Assessor during the conduct of the Validation visit.	Assessment Procedures for Walk-in Applicants  1: Secure application form thru the DSWD Website/ Standards Section—Field Office  2: 1. Submit/ file application and supporting documents.  2: 1. Secure application and supporting documents.  2: 1. Submit/ file application and supporting documents.  2: 1. Secure applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.  3: 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.  Php. 1000.00  4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).  5: Accomplish and drop the Customer's Feedback Form on the dropbox.  None  None	Assessment Procedures for Walk-in Applicants  1: Secure application form thru the DSWD Website/ Standards Section – Field Office  2: .1Submit/ file application and supporting documents.  2:For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.  3: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.  4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).  5: Accomplish and drop the Customer's Feedback Form on the dropbox.  5: More Application documents received after 3:00 PM shall be considered by the Application documents received after 3:00 PM shall be considered by the considere

















CLIENT STEPS	FEES TO			
	BE PAID	ING TIME	RESPONSIBLE	
A. Assessment Procedures for Walk-in Applicants				
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/ Support Staff Standards Section	

#### **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 Applications submitted at Standards Section through Mail/Courier:				
<ul> <li>1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</li> <li>Standards Section of concerned DSWD Field Office</li> </ul>	None	1 working day (depending on the choice of the applicant)	Shayne L. Patindol/ Support Staff Standards Section	
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 Technical Staff	
<ul> <li>4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</li> <li>1.Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject:</li> <li>Name of the Organization_ Copy of OR for Licensing.</li> <li>2.Hand-carry the Photocopy of Official Receipt</li> <li>3.Courier the Photocopy of Official Receipt</li> </ul>	None	15 minutes	Shayne L. Patindol/ Support Staff Standards Section	
5: Accomplish and drop the Customer's Feedback Form on the dropbox.	None	15 minutes		
Note: Applications received after 3:00pm shapes of the second of the sec	nall be cons	idered as a next wor	king day transaction.  Jennifer Quimno/ Section Head	
	None	3 working days	Garce Yana/ Division Chief	
			Shalaine Marie Lucero, CESO IV/ Regional Director	
7: Confirm the Availability on the proposed Validation Visit	None	1 working day	Michael Solera, Namra Musa, Emma Roble, Guada Marie	
8: Assist the Assessor during the conduct of the Validation visit.	None	1 working day	Munez Technical Staff	

















CLIENT STEPS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	None	1 working day (depending on the choice of the applicant)	Shayne L. Patindol / Support Staff Standards Section
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 Technical Staff
11: Wait on the release of the Certificate of License to Operate.	None	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













<sup>\*</sup>The number of minutes shall be included on the total working days

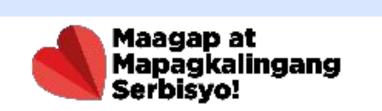
<sup>\*\*</sup> This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.





FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	<ul> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>	
How feedbacks are processed	•FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback	
	<ul> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>	
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	
	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
Accomplished Application Form	<ul> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>
<ul> <li>Pre-accreditation assessment</li> <li>For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>	<ul> <li>Standards on Residential Care Service</li> <li>For Community Based Please email sb@dswd.gov.ph</li> </ul>
following Documents Establishing Corporate Existence and Regulatory Compliance  a. Certification of no derogatory information	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex</li> <li>23. DSWD-RLA-F023 ABSNET Active</li> </ul>
b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. 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 and Good Standing	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex</li> <li>DSWD-RLA-F009 Work and Financial Plan</li> </ul>
<ol> <li>Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>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</li> </ol>	





applicable for Public SWDA)









#### WHAT ARE THE REQUIREMENTS? WHERE TO SECURE https://www.dswd.gov.ph/downloads-2/ Annex 3. Annual Accomplishment Report previous 6. DSWD-RLA-F006 Accomplishment Report year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year Statement 20.

- 5. One (1) Original Copy of each of the following **Basic Documents**
- 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others
- 2. Profile of Board Trustees (Not applicable to Public SWDAs)
- 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations
- 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)

Note: The first 4 Basic Documents are needed if • <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.

For Applicant SWA's implementing 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:
- a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)
- b. Fire Safety Inspection Certificate Water
- c. Potability Certificate or Sanitary Permit
- d. For applicant serving within the Ancestral Domains of Indigenous People Photocopy of NGO Accreditation from NCIP
- e. For applicants with past and current partnership with the DSWD that involved transfer of funds.
  - f. Signed Data Privacy Consent Form

- DSWD-RLA-F008 Audited Financial
- https://www.dswd.gov.ph/downloads-2/ Annex
- https://www.dswd.gov.ph/downloads-2/ Annex DSWD-RLA-F020 Profile Of Clients/Beneficiaries Served

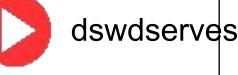
- https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation
- https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board
- 22. DSWD-RLA-F022 Profile of Employees
- Child Securities Exchange Commission (SEC) -Registration and Monitoring Company PICC Department Secretariat Building, Complex, Roxas Boulevard, Pasay City, 1307

- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer
- Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
- City/Municipal Health Office 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
- Office-Financial and Field Management Unit Government Service or concerned Agency where the Organization implemented or implements projects and programs.
- Applicant

#DSWDMayMalasakit











CLIENT STEPS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
Request received through courier/email (7	days)		
Secures application form thru the DSWD Website/ Field Office	None	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.		30 minutes	SHAYNE L. PATINDOL -Support Staff Standards Section
<b>Note:</b> Application documents received after transaction.	3:00 PM	shall be cons	sidered 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 -Technical Staff Standards Section
			Jennifer Quimno-
			Section Head/
			Grace Yana
			-Division Chief
			-Division Ciliei
			Policy and Plans
			Division-Standards Section
			Shalaine Marie Lucero, CESO IV/
			Regional Director
Receive the acknowledgment letter from the DSWD Field Office:		Depends on the SWDA	
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.			-Technical Staff Standards Section
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 preaccreditation assessment		Minimum of 2 working days depending on the Programs and Services for	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez -Technical Staff Standards Section
		Accreditation	
Answer the CLIENT STEP Satisfaction Measurement Form (CSMF) and submit it to		After the pre-accredit	SWDA/
the DSWD Field Office.		ation	Shayne L. Patindol  / Support Staff Standards Section

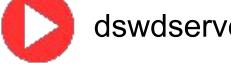








Standards Section







Wait for the result of the assessment.	None	11 working days	Technical Staff Standards 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	

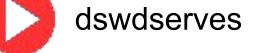
















# ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS TO IMPLEMENT DSWD PROJECTS AND/OR PROGRAMS USING DSWD FUNDS

#### 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
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of formsfor 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;</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC2019-013.pdf</li> </ul> Applicant
3. One (1) original copy of the Duly	<ul> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>DSWD website         <ul> <li>https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_impleme_nting_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc_or;</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</li> </ul> </li> </ul>
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	
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307











WHAT ARE THE REQUIREMENTS	?		WHE	RE TO SECURE	
6. One (1) Original Copy of the	Duly	DSV	VD website		
Accomplished Declaration of Comm	nitment	• <u>ht</u>	<ul><li>https://www.dswd.gov.ph/download/Document</li></ul>		
pursuant to AO No. 11 series of 2019		s-related-to-CSO-Accreditation/list of forms f			
				tion of csos as implementin	
			<del>_</del>	vernment or public funds/D	
				nmitment-Pursuant-to-AO-no.	
			1-s-2019.pdf <b>o</b>		
				l.gov.ph/issuances/MCs/MC	
			)19-013.pdf		
ADDITIONAL REQUIREMENTS	AS	DS	WD website		
APPLICABLE:				gov.ph/download/Documents-	
		related-to-CSO-Accreditation/list of forms for			
1. One (1) Original Copy of the	Dulv	the accreditation of csos as implementing e			
Accomplished List of Projects and Pro	•				
funded by DSWD or any government age				CSOA-002A-List-of-Projects-	
applicable. (DSWD-SB-CSOA-002A)	J			enting-CSO.docx or;	
			•	gov.ph/issuances/MCs/MC 2	
		<u> </u>	-013.pdf		
2. One (1) Original Copy of Certificate					
Default or Delay in Liquidating Funds sign	_	_			
the DSWD Field Office Head and counters				<u> </u>	
by the Finance Management Service or		_	<del></del>	·	
concerned government official of the					
	icable.			CSOA-004A-Certification-of-	
(DSWD-SB-CSOA-004A)				unds-Implementing-CSO.doc	
		<u>X</u> 0			
				gov.ph/issuances/MCs/MC_2	
OLIENT CTEDO	FFFC		<u>-013.pdf</u>		
CLIENT STEPS			PROCESSIN G TIME	PERSON RESPONSIBLE	
The CSO representative files the	BE PA			Administrativa paraannal	
The CSO representative files the		ie	*30 minutes	Administrative personnel (SCMD)	
Application Form together with other documentary requirements to the				(SCIVID)	
Standards Bureau of the DSWD CO					
The applicant CSO awaits for notification	Non		2 working	Standards Bureau	
relative to the application	14011		days	assigned personnel	
relative to the application			uays	(SCMD) through Standards	
				Section (FO)	
				Michael Solera, Namra	
				Musa, Emma Roble,	
				Guada Marie Munez	
				Guada Marie Mullez	
				-Information and Communication	
				Technology Management Services (ICTMS)	
Actual Virtual/On-site Validation	Non	<u> </u>	1 working day	Michael Solera, Namra	
Assessment.	INOII		(per agreed	Musa, Emma Roble,	
/ 100000111011ti			schedule)	Guada Marie Munez	
			<u>Joriodaic</u>	Guaua Marie Mullez	
				Ctondondo D	
				Standards Bureau for	
				those operating in more	
Avaita approval as desired of the	NI <sub>a</sub>		16 440666	than one region	
Awaits approval or denial of the	Non	IC	16 working	Muse Emma Bable	
application for accreditation			days and 5 hours and 30	Musa, Emma Roble,	
			_	Guada Marie Munez	
			mins.	Jennifer Quimno/ Garce	
				Yana/	
				Shalaine Marie Lucero	



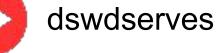




www.dswd.gov.ph











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.

WHAT ARE THE REQUIREMENTS?		WHERE TO SECU	IRE
1. Certified true copy of the Certificate of Eligibility (CoE)	<ul><li>DSWD</li><li>Program</li></ul>	Sustainable n-Regional Program	Livelihood Management
*The issuance of COE is subject to compliance with SLP existing guidelines.		SWD SLP-RPMO)	
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)			

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

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

FEEDBACK AND COMPLAINTS MECHANISM				
	LDDAOITAIND COM LAMINO MECHANICM			
How to send feedback	<ul> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> </ul>			
	●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 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.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form.	<ul> <li>DSWD FO- Standards Section</li> </ul>
<ul> <li>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:</li> <li>a. Pictures of office and direction sketch; and</li> </ul>	CSO Beneficiary Applicant
<ul> <li>b. At least one of the following documents:</li> <li>i. Barangay certification</li> <li>ii. Certification or endorsement from at least two (2) publicly known individuals in the</li> </ul>	
community 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
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically staying that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation	<ul> <li>Government agency or agencies from which it has received public funds</li> </ul>
5. Proof of having undergone Social Preparation	<ul> <li>Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds</li> </ul>

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 TC	PROCESSING	PERSON		
CLILIVI SILIS	BE PAID	TIME	RESPONSIBLE		
A. Pre-Registration Procedures for Walk-i	n Applicant	ts			
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		
Note: Application documents received after 3:00 PM shall be considered as a next working day					

#### IV. PROCESSING TIME

For Complete and Compliant: 20 working days

For Incomplete Submission: 30 minutes

concerned Field Office (FO)  DSWD - Field Office send memo/email to Standards Bureau  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)		
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Contact Center ng Bayan (CCB)  email@contactcenterngbayan.gov.ph		
Contact Center ng Bayan (CCB)  email@contactcenterngbayan.gov.ph		
email@contactcenterngbayan.gov.ph		pcc@malacanang.gov.ph 8888
email@contactcenterngbayan.gov.ph		Contact Center na Rayan (CCR)

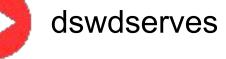
















#### ACCREDITATION OF PRE-MARRIAGE COUNSELORS

#### I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

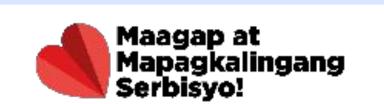
MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### 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.	<ul> <li>DSWD Field Office - Standards Section, MJ Cuenco Sts., Cebu City</li> <li>Refer to DSWD Website –         https://www.dswd.gov.ph/issuances/MCs/MC _ 2019-001.pdf     </li> </ul>
	Annex A. PMC Form_App
One (1) photocopy of the following documents	(original copies must be presented):
Any of the following as proof that the applicant is a graduate of four (4) year course:	Any PRC Office nationwide
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.	
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:	Local Government Office
Certification from immediate Supervisor; or An approved resolution	
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.	

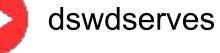
















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Renewal	
Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification 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.
<ul> <li>Accomplished Marriage Expectation Inventory         Form of would-be-married couple/s present         during the validation visit.</li> </ul>	
<ul> <li>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</li> </ul>	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  Assessment Procedures for Walk-in Ap	FEES TO BE PAID onlicants	PROCESS ING TIME	PERSON RESPONSIBLE
Secures application form thru the DSWD Website/Field Office		*5 minutes	Shayne L. Patindol / Support Staff Standards Section
Submit/ file application and supporting documents at Field Office – Standards Section	None	*15 minutes	Shayne L. Patindol / Support Staff Standards Section
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 Technical Staff
Accomplish and drop the Customer's Feedback Form on the dropbox.	None	*5 minutes	Shayne L. Patindol / Support Staff Standards Section

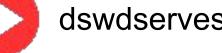
















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Actual Accreditation Assessment	None	1 working day	Shayne L. Patindol / Support Staff Standards Section
			Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff Standards Section
Awaits the approval of the confirmation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

#### V. PROCESSING TIME

18 working days and 2.25 hours















Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)
DSWD - Field Office send memo/email to Standards Bureau
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.
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
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 AGENCIES

#### 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

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
	•DSWD Field Office - Standards Section , MJ Cuenco Sts., Cebu City •Refer to DSWD Website –
	https://www.dswd.gov.ph/issuances/MCs/MC_201 9-021.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











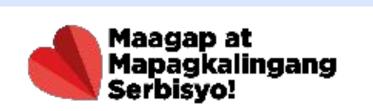






CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	None	*30 minutes	Shayne L. Patindol / Support Staff Standards Section
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 0	*10 minutes	<b>Patricia Alith Pareja</b> Cashier
Awaits results of the assessment.	None	3 working days	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff
Validation Visit	None	2 working days (per agreed schedule)	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff
Endorsement to the DSWD Central Office.	None	1 working day	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff  Shalaine Marie Lucero, CESO IV/ Regional Director
Approved applicants to pick up the Endorsement Letter	None	*10 minutes	Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff

















#### 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 center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.

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	<ul> <li>Any of the following:</li> <li>Supervisor of the applicant;</li> <li>Philippine Association of Social Workers, Inc. (PASWI);</li> <li>If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>
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

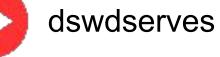
















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Renewal	
1. For Social Workers	
Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
Summary documentation (Annex B) of cases managed for the last six months	Refer to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

CLIENT STEPS	FEES TO BE PAID		PERSON RESPONSIBLE
Applications received through Walk-in	Applicants/	Mail or Courie	r
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	Shayne L. Patindol / Support Staff Standards Section/  Jennifer Quimno/ Section Head  Michael Solera, Namra Musa, Emma Roble, Guada Marie Munez Technical Staff
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 Technical Staff
Qualified applicants shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed		30 minutes	Shayne L. Patindol / Support Staff Standards Section/



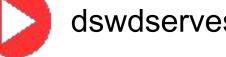
















#### V. PROCESSING TIME

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.
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