



### I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – MTA

### II. SCHEDULE OF AVAILABILITY OF SERVICE

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

### III. WHO MAY AVAIL OF THE SERVICE

Filipino Minors Travelling Abroad

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
A. For Minors Traveling Alone to a Foreign	Country for the First Time
<ol> <li>Duly Accomplished Application Form</li> <li>Original Copy or Electronic Copy)</li> </ol>	DSWD Field Offices or download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office/SWAD where the minor resides
<ol> <li>PSA issued Birth Certificate of Minor</li> <li>Original and 1 Photocopy**)</li> </ol>	Philippine Statistics Authority (PSA)
4. PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	Shariah Court or Religious Leader
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	parent/s are abroad)
6. Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. (2 pcs.)	Applicant
7. Notarized Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) (1 Original)	Applicant or Sponsoring Person/Agency
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	
9. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	

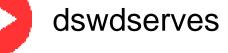










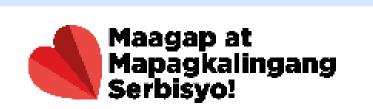






WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Succeeding Travel of Unaccompanied	d minor or Traveling ALONE
1. Duly Accomplished	DSWD Field Office/ DSWD
Application Form  (4. Original Copy or Floatronia Copy)	website: www.dswd.gov.ph
(1 Original Copy or Electronic Copy)  2 Notorized Affidovit of Copyont or Writton	Low Office and Notorized
2. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo	
parent, whichever is applicable. Photocopy of	• •
valid passport and valid visa or valid ID issued	
abroad, if parents are working abroad.	
(1 Original)	Λ 1': 4
3. Original copy of the previous Travel Clearance issued	Applicant
Cicarance issued	
4. Original colored passport size photos of the	Applicant
minor (in White, Red or Blue Background) taken	
within the last 6 months. No scanned picture is allowed. (2 pcs.)	
	Airline Company where
Airlines (if available)	ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of	Applicant
from any liability/responsibility in case of untoward incident during the travel of the child.	
C. Minor Travelling for the FIRST TIME with	nersons other than the Parents or Legal
Guardian	persons offici than the rancing of Legar
1. Duly Accomplished Application Form	DSWD Field Office/ DSWD
(1 Original Copy or Electronic Copy)	website: www.dswd.gov.ph
2. PSA issued Birth Certificate of Minor	Philippine Statistics
(1 Original and 1 Photocopy**)	Authority (PSA)
3. Notarized Affidavit of Consent or Written	Law Office and Notarized
Consent of both parents/ legal guardian/solo	•
parent, whichever is applicable. Photocopy of	
valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	parent/s are abroau)
(1 Original)	
4. PSA issued Marriage Contract of minor's	Philippine Statistics
parents/ Copy of Court issued Legal	Authority (PSA); Court who handled the Legal
Guardianship/ Tallaq or Fasakh Certification  from the Sherich Court or any Muslim Barongov	Guardianship petition; Shariah
from the Shariah Court or any Muslim Barangay or religious leader; or PSA issued CENOMAR	Court or Religious Leader
for non-marital minors on SECPA;	
(1 Original and 1 Photocopy**)	
5. Two (2) colored passport size pictures of the	
minor (in white, red or blue background) taken	
within the last 6 months. No scanned pictures will be accepted.	
6. Photocopy of the valid passport of the	Minor's traveling
traveling companion.	companion

















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
D. Minors Traveling subsequently with a Pe	rson Other than the Parents of Legal
Guardian	
<ol> <li>Duly Accomplished Application Form</li> <li>Original Copy or Electronic Copy)</li> </ol>	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	at the place where the parent/s resides/Philippine Embassy (if minors
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	
5. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under	Special Circumstances:
For Filipino Minors Migrating to Another Co	ountry
1. Visa Petition Approval	Applicant
For Minors Studying Abroad	
	Applicant
For Minors who will attend Conference, Stu Program, Summer Camp, Pilgrimage, World	
1.Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the School, Sports Agency, or Organization	
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization

















WHERE TO SECURE
Attending Physician
Attending Physician
Sponsoring Person
n for Inter-Country or Domestic Adoption
National Authority for Child Care (NACC)
National Authority for Child Care (NACC)
Applicant
RTC who has jurisdiction over the case
National Authority for Child Care (NACC)
Foster Parent/s
National Authority for Child Care (NACC)
be unaccompanied by their Legal Guardian
Court
Applicant
Applicant
Applicant

















WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
For Minors with alleged missing parent/s	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 Original)	
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent (1 Original)	of the alleged missing parent/s last known
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)	

#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register information in MTA client's logbook	None	5 minutes	EMMA F. PATALINHUG SWO IV/ OIC-DIVISION CHIEF, PSD
2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening	None	50 minutes	EMMA F. PATALINHUG SWO IV/ OIC-Division Chief, PSD
3. Pay the prescribed amount and receives the Official Receipt	Php300.00 for 1 year validity;  Php600.00 for 2 years validity	10 minutes	RHEALYN B. TAJANLANGIT OIC – CASHIER
4. Present the Official Receipt and Receives the issued Travel Clearance	None	30 minutes	SHALAINE MARIE S. LUCERO Regional Director
5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook	None	5 minutes	EMMA F. PATALINHUG SWO IV/ OIC-Division Chief, PSD
6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)	None	5 minutes	EMMA F. PATALINHUG SWO IV/ OIC-Division Chief, PSD

#### V. PROCESSING TIME

1 hour and 40 minutes







www.dswd.gov.ph







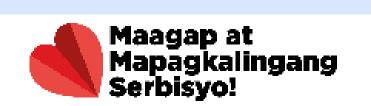




### VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Client Satisfaction Measurement Form is administered to clients who availed the service. This survey measures the client's satisfaction in the delivery of service.  Feedback can also be sent through mta.fo7@dswd.gov.ph or proserv.fo7@dswd.gov.ph
How feedbacks are processed	The Minors Travelling Abroad Focal Person or Officer In-charge verifies the nature of feedback or queries received through Client Satisfaction Measurement Form or official e-mail address within three (3) working days upon receipt. The client will be notified through phone call or e-mail on the appropriate actions taken.
How to file a complaint	To file a complaint against Minors Travelling Abroad,  provide the following details: •Full name and address of the complainant •Narrative of the complaint •Evidences •Name of the person being complained •Contact Number Send all complaints to: Director Shalaine Marie S. Lucero DSWD Field Office VII MJ Cuenco Corner Gen. Maxilom Ave. Carreta, Cebu City Or email at ord.fo7@dswd.gov.ph Complaints with incomplete details as indicated above shall not be entertained.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: On Programs and Services- SPD will be the one replying to the complaint On Personnel and other outside matters- The Focal Person will be the one replying to the complaint

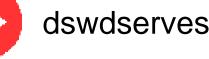
















### VI. FEEDBACKS AND COMPLAINTS MECHANISM

How complaints are processed

All complaints received against the Minors Travelling

Abroad will be processed by the Grievance Committee of the Field Office. The Committee evaluates and determines the complaints received

on a weekly basis. The Committee shall coordinate

with the Minors Travelling Abroad Focal or

Officer In-

Charge to address the complaints. An

investigation

shall be held if deemed necessary. An incident report on the result of the

investigation

and action taken will be prepared by the

Grievance

Committee and will be submitted to the Regional

Director for appropriate action.

A response letter or feedback report addressed

the complainant will be prepared by the

Committee

for the appropriate action.

All complaints will be responded in accordance

to the

Ease of Doing Business timeline. For follow-ups or queries, the contact

information are as follows:

Telephone No: (032) 233-0261 Email: fo7@dswd.gov.ph

Contact info of ARTA, PCC and CCB

Tel No. 8847-5093

Email Add: complaints@arta.gov.ph

Hotline: 8888

Email Add: pcc@malacanang.gov.ph

Contact Center ng Bayan (CCB)

email@contactcenterngbayan.gov.ph

0908-881-6565



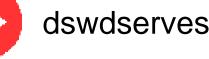
















### VII. LIST OF OFFICES

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



