

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 Agency Head or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3.Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)</p>
4. Fund Utilization Report of proceeds and expenditures duly certified by the agency’s auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
5. Sample of additional specific requirements for each methodology to be used, such as: 5.1. Ticket, Ballots, Cards and similar forms 5.2. Donation Boxes, Coin Banks and other similar forms 5.3. Benefits show such as fashion show, concert and similar activities 5.4. Photo or Painting Exhibits and similar activities 5.5. Written request such as envelops, letters of appeal, greeting cards and similar forms 5.6. Text message, e-mail, online post and other types of solicitation using electronic devices 5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities 5.9. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none">Applicant
6. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">Concerned LGU where the applicant is based.

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Applicants			
1.Submit Application Documents	None	10 minutes	Guada Marie Munez -Support Staf Standards Section
	None	40 minutes	Jennifer Quimno -Section Head Standard Section
2: Awaits the result of Assessment	None	4 hours	Jennifer Quimno -Technical Staffff Standards Section
2: Awaits the result of Assessment		2 hours	Jennifer Quimno -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 Applications submitted at Standards Bureau through <u>Mail/Courier</u>			
1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	None	*10 minutes	Guada Marie Munez- <i>Support Staff</i> <i>Standards Section</i>
2: Awaits the result of Assessment	None	4 hours	<i>NFRC Focal Person –</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau
2: Awaits the result of Assessment		2 hours	<i>NFRC Focal Person</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
		3 hours	Jennifer Quimno <i>-Section Head</i> <i>Standard Section</i> <i>Division Chief SCMD</i> Standards Bureau DSWD Central Office*
3: Awaits the result of application	None	3 hours 10 minutes	Jennifer Quimno <i>-Section Head</i> <i>Standard Section n</i> <i>Division Chief SCMD</i> Standards Bureau DSWD Central Office*
4: Awaits the result of application	None	2 hours	<i>Office of the Bureau Director</i> Standards Bureau DSWD Central Office*
5: Awaits the result of application	None	5 hours	<i>Undersecretary Standards and</i> <i>Capacity Building Group</i> <i>(SCBG)</i> DSWD Central Office*
6: Awaits the result of application	None	1 day	<i>DSWD Secretary or Authorized</i> <i>Representative</i>
7: Receive the Certificate	None	1 hour	<i>Support Staff</i> 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): <u>email@contactcenterngbayan.gov.ph</u> 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 or Association desiring to solicit funds for charitable and public welfare purposes	
1. Duly Accomplished Application Form	<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2: DSWD-SB- PSF-001: Application Form
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <i>*Not applicable to Government Agencies and SWDAs with Valid RLA</i>	<ul style="list-style-type: none">Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. <i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i>	<ul style="list-style-type: none">Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i>	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 6: DSWD-SB-PSF-004: Profile of Governing Board
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.</i>	<ul style="list-style-type: none">From the applicant signed by the intended beneficiary/recipients or its head/authorized representative

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.	● From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency’s jurisdiction, as applicable: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 6. Others	● from the agency that allows applicant to undertake solicitation activities in their jurisdiction
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	● From the attending physician or Hospital Records Section
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	● From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating their commitment to monitor the applicant’s solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	● From the concerned DSWD Office and/or the 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)	● https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	● https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)	● From the Applicant as issued by the concerned Field Office
15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	● Concerned LGU where the applicant is based.

<div><div><div><div>DSWD</div><div>Department of Social Welfare and Development</div></div></div><div><div>DSWD-7</div><div>"Gabay at Surbaya Tungas sa isang Menarik na Pansigap"</div></div></div> <th>CLIENT STEPS</th> <th>FEES TO BE PAID</th> <th>PROCESSING TIME</th> <th>PERSON RESPONSIBLE</th>		CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1: Secure application form thru the DSWD Website or from the DSWD Field Office	None	*5 minutes	Guada Marie Munez -Support Staff Standards Section		
2: Payment of Processing Fee	None	*15 minutes	Guada Marie Munez -Support Staff Standards Section		
	None	3 days	Jennifer Quimno -Technical Staff Standards Section		
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.					
4: Wait for the result of the assessment	None	7 days	Jennifer Quimno -Technical Staff		
	None	2 days, 6 Hours and 30 minutes	Jennifer Quimno -Section Head/ Grace Yana -Division Chief Standards Section Policy and Plans Division		
	None	1 day	Shalaine Marie Lucero, CESO IV Regional Director		
	None	1 day	Technical Staff Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office		
	None	2 days	Assistant Secretary DSWD Central Office		
			Undersecretary DSWD Central Office		
			DSWD Secretary or Authorized Representative DSWD Central Office		
5: Issuance of Permit	None	1 Hour and 30 minutes	Focal Person Standards Compliance and Monitoring Division (SCMD) Division Chief, Bureau Director Standards Bureau DSWD Central Office		

V. PROCESSING TIME

14 working days

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p> <p>DSWD - Field Office send memo/email to Standards Bureau</p>
How feedbacks are processed	<p>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</p> <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>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.</p>
How complaints are processed	<p>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.</p> <p>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</p> <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p> <p>.</p>
Contact information of: SS, ARTA, PCC, CCB	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>

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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdfAnnex 1 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdfAnnex 5 - DSWD-SB-PSF-003: Project Proposal
3.Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdfAnnex 7 - DSWD-SB-PSF-006: Undertaking
4.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdfAnnex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Additional Requirements for Persons	<ul style="list-style-type: none">Applicant
a.Two valid government issued Identification Cards	
b.Barangay Certification attesting to the applicants integrity and capability to launch a	

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	● Applicant
7.Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020	● Concerned LGU where the applicant is based.
B. For Person/s representing an unorganized/unregistered group	
1.One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	● Standards Section (SS) of the concerned DSWD Field Office ● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3.Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
4.Additional Requirements for Persons representing an informal/unorganized group a.Two valid government issued Identification Cards b.Barangay Certification attesting to the applicant’s integrity and capability to launch a fund raising activity c.Endorsement Letter from the group the person is representing with	● Applicant
5.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	● Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
7.Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">Concerned LGU where the applicant is based.
C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations	
1.One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3.Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.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)	<ul style="list-style-type: none">Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
6.Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none">● Applicant
7.Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">● Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1.One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">● Standards Section (SS) of the concerned DSWD Field Office● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3.Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none">● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking

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)	● Applicant
5.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf ● Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6.Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities 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	● Applicant
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.	

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)			
1: Submission of Application	PhP500.00	30 minutes	Guada Marie Munez Support Staff Standards Section
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.			
2: Awaits the result of Assessment	None	12 Hours	Jennifer Quimno Technical Staff Jennifer Quimno / Section Head Grace 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	Grace 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	Guada Marie Munez / 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	

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	None	10 minutes	Guada Marie Munez / Support Staff Standards Section
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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	Jennifer Quimno 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	Grace 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	Guada Marie Munez/ 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) <u>standards.fo7@dswd.gov.ph</u> (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. 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.	<ul style="list-style-type: none">Applicant
4.Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none">Applicant
5.Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital’s records section	<ul style="list-style-type: none">Applicant
6.Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating their commitment to monitor the applicant’s solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office	<ul style="list-style-type: none">Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
7.Pledge of Commitment (Annex 11)	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">•Applicant
9.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">•Concerned LGU where the applicant is based.
B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)	
1.One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">• Standards Section (SS) of the concerned DSWD Field Office• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
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.	<ul style="list-style-type: none">•Applicant
4.Endorsement or Certification from Licensed Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none">• Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5.Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
6.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">•Applicant
7.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
8.Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none">• Concerned LGU where the applicant is based.
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
1.One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">• Standards Section (SS) of the concerned DSWD Field Office• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3.Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant	<ul style="list-style-type: none">•Applicant
4.Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agencies that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none">•Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5.Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;• https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
6.Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;• https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
7.Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child.	<ul style="list-style-type: none">•Applicant
8.Pledge of Commitment	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;• https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
9.Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency’s jurisdiction, as applicable: a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	<ul style="list-style-type: none">• Applicant
10. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or;• https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD	<ul style="list-style-type: none">• Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
<p>12. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelops, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale</p>	<ul style="list-style-type: none">● Applicant
<p>13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none">● Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
<p>1.One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none">● Standards Section (SS) of the concerned DSWD Field Office● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none">● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>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</p>	<ul style="list-style-type: none">● Applicant
<p>4.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none">● Applicant

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
5.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6.Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities 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	<ul style="list-style-type: none">• Applicant
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
1.One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">• Standards Section (SS) of the concerned DSWD Field Office• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2.Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3.Notarized Written Agreement or any similar document signifying the intended beneficiary’s concurrence as recipient of the fundraising activity.	<ul style="list-style-type: none">• Applicant
<p>For child beneficiaries, only the parent/s of the child/children or maternal/paternal relatives may sign the document on behalf of the child.</p>	

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-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10-DSWD-SB-PSF-008:Board Resolution
6.Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	●Applicant
7.Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	● https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
8.Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. 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	● Applicant
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.	●Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office			
1: Submit Application	None	2 Hours	Jennifer Quimno- <i>Technical Staff</i> Standards Section
2: Receives reference number for tracking	None	1 Hour	Guada Marie Munez/ <i>Support Staf</i> Standards Section

3: Payment of processing fee	PhP500.00	1 Hour	Applicant Patricia Alith Pareja / <i>Cashier</i> Guada Marie Munez / <i>Support Staf</i> Standards Section
4: Submission of the OR for attachment to the application	None	1 Hour	Guada Marie Munez / <i>Support Staf</i> 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 the application	None	4 Hours	Jennifer Quimno <i>-Section Head</i> Standard Section
6: Receipt of the signed and approved Solicitation Permit	None	10 minutes	Jennifer Quimno <i>-Technical Staff</i> Standards Section Guada Marie Munez / <i>Support Staf</i> Standards Section Applicant

Total No. of Days	₱500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	Three (3) Working Days	
Incomplete Submission:	None	30 minutes	

***The number of minutes shall be included on the total 7 working days.**
**** This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.**

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines. .
Contact Information of SS, CCB, PCC, ARTA	Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120 Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- SS

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1.One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized)	<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization’s primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies.	<ul style="list-style-type: none">Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
1. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none">Applicant

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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants			
1: Secure application form thru the DSWD Website or from the DSWD Field Office	None		Guada Marie Munez/ -Support Staf Standards Section
2: 1.Submit/ file application and supporting documents. 2.For applicant organizations with complete requirements, receive the 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.	None	30 minutes	
3: If Complete, Settle the required processing fee and make payments to the Cash Section or thru online.	Php. 1000.00	30minutes	
4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	None	5 minutes	Guada Marie Munez/ -Support Staf Standards Section
5: Ensure that the CLIENT Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	None	5 minutes	Guada Marie Munez/ -Support Staf Standards Section Jennifer Quimno Technical Stafff
Note: Application documents received after 3:00 PM shall be considered as a next working day			
6: Wait for the result of the assessment.	None	2 working days and 30 mins.	Jennifer Quimno/ Section Head Grace Yana/ Division Chief Shalaine Marie Lucero, CESO IV/ Regional Director
7: Signs in the logbook for received certificate thru pick-up.	None	30 minutes	Guada Marie Munez/ -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 Applications submitted at Standards Section through Mail/Courier:			
<p>1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:</p> <p>Standards Section DSWD Field Office VII, Mj Cuenco Avenue, Cor. Maxilom Ave. Barangay Carreta, Cebu City.</p>	None	30 minutes	Guada Marie Munez/ Support Staff Standards Section
Note: Application documents received after 3:00 PM shall be considered as a next working day			
<p>2: Wait for the result of the document review.</p>	None	2. 5 working days	Patricia Alith Pareja/ Cashier
<p>3. Receive the Certificate and confirmation letter.</p>	None	30 Minutes	Guada Marie Munez/ Support Staff Standards Section

PROCESSING TIME : 3 working days

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">•Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)•DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none">•FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback•Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none">•The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.•Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.•The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: SS, ARTA, PCC, CCB	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

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

I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- STANDARDS SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

ALL Private SWDAs Intending to Operate in One Region

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1.One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/downloads-2/publications1 Annex 2. DSWD-RLA-F002 Application Form for Licensing
1.Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others c. Profile of Board of Trustees d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy) e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years f. Work and Financial Plan for the two (2) succeeding years	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employeeshttps://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operationhttps://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing BoardSecurities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)Board resolution by the Organizationhttps://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan

WHAT ARE THE REQUIREMENTS?

WHERE TO SECURE

ADDITIONAL REQUIREMENTS

- a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others
- 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.
- d. **Documents Establishing Corporate Existence and Regulatory Compliance**
 - 1. For Center Based (*Residential and Non-Residential Based*)
Copy of the valid safety certificates namely:
 - b. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)
 - c. Fire Safety Inspection Certificate
 - d. Water Potability Certificate or Sanitary Permit
 - 1. For applicants serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.
 - 1. For applicant with past and current partnership with the DSWD that involved transfer of funds
 - b. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation

- Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization
- <https://www.dswd.gov.ph/downloads-2/>
Annex 22. DSWD-RLA-F022 Profile of Employees
- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer
- Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation
- City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
- National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.
- DSWD Field Office – Financial and Management Service
- Government Agency where the Organization implemented or implements projects and programs.
- DSWD Field Office – Financial and Management Service
- Government Agency where the Organization implemented or implements projects and programs.

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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants			
1: Secure application form thru the DSWD Website/ Standards Section – Field Office	None		Guada Marie Munez
2: 1.Submit/ 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.	None	30 minutes	Guada Marie Munez/ <i>Support Staff</i> <i>Standards Section</i>
3: If Complete, Settle the required processing fee.	Php. 1000.00	30minutes	Patricia Alith Pareja/ Cashier
4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	None	15 minutes	Guada Marie Munez/ <i>Support Staff</i> <i>Standards Section</i>
5: Accomplish and drop the Customer’s Feedback Form on the dropbox.		5 minutes	Guada Marie Munez/ <i>Support Staff</i> Standards Section Jennifer Quimno <i>Technical Staff</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day			
6: Wait for the result of the assessment.	None	2 working days	Jennifer Quimno <i>Technical Staff</i>
7: Confirm the Availability on the proposed Validation Visit	None	30 minutes	
8: Assist the Assessor during the conduct of the Validation visit.	None	1 working day per agreed schedule	
9: Accomplish and place the Customer’s Feedback Form on a sealed envelope.	None	5 minutes	
10: Awaits the result of the licensing assessment	None	3 working days	

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON 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)	Guada Marie Munez/ <i>Support Staff</i> <i>Standards Section</i>

PROCESSING TIME

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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:			
1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of concerned DSWD Field Office	None	1 working day (depending on the choice of the applicant)	Guada Marie Munez/ <i>Support Staff</i> <i>Standards Section</i>
2: Wait for the result of the document review.	None	2 working days	Jennifer Quimno <i>Technical Staff</i>
3. Settle the required processing fee.	None	15 minutes	
4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: 1.Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the Organization_ Copy of OR for Licensing. 2.Hand-carry the Photocopy of Official Receipt 3.Courier the Photocopy of Official Receipt	None	15 minutes	Guada Marie Munez/ <i>Support Staff</i> <i>Standards Section</i>
5: Accomplish and drop the Customer's Feedback Form on the dropbox.	None	15 minutes	
Note: Applications received after 3:00pm shall be considered as a next working day transaction.			
6: Wait for the notice of validation assessment.	None	3 working days	Jennifer Quimno/ <i>Section Head</i> Grace Yana/ <i>Division Chief</i> Shalaine Marie Lucero, CESO IV/ <i>Regional Director</i>
7: Confirm the Availability on the proposed Validation Visit	None	1 working day	Jennifer Quimno <i>Technical Staff</i>
8: Assist the Assessor during the conduct of the Validation visit.	None	1 working day	

CLIENT STEPS	FEES TO BE PAID	PROCESSING 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)	Guada Marie Munez / Support Staff Standards Section
10: Wait for the result of the Validation visit.	None	Favorable: 11 working days Unfavorable: 8 working days	Jennifer Quimno 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

**The number of minutes shall be included on the total working days*
*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">•Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)•DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none">•FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback•Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none">•The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.•Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.•The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: SS, ARTA, PCC, CCB	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

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

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
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none">For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of OperationFor Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/#MCsFor Residential <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</u> on Residential Care ServiceFor Community Based Please email sb@dswd.gov.ph
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none">a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA))b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or 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.	<ul style="list-style-type: none">Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing <ul style="list-style-type: none">1. Duly signed Work and Financial Plan for the two (2) succeeding years2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA)	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial PlanBoard Resolution by the Organization

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report• https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement• https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
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 only there is an update or amendment on documents recently submitted to DSWD Standards Bureau. For Applicant SWA's implementing Child Placement Services: 5. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 6. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 7. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: b. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) a. Fire Safety Inspection Certificate Water a. Potability Certificate or Sanitary Permit d. For applicant serving within the Ancestral Domains of Indigenous People (IP) – 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	<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation• https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board• https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates• Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.• Applicant

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request received through courier/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.	None	30 minutes	SHAYNE L. PATINDOL <i>-Support Staff Standards Section</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.			
Awaits the result of the documents review and notice of pre-accreditation assessment	None	6 days, 7 hours 30 minutes	Jennifer Quimno -Technical Staff Standards Section Jennifer Quimno- Section Head/ Grace Yana -Division Chief Policy and Plans Division-Standards Section Shalaine Marie Lucero, CESO IV/ <i>Regional Director</i>
Receive the acknowledgment letter from the DSWD Field Office: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office. If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.	None	Depends on the SWDA	Jennifer Quimno -Technical Staff Standards Section
For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Jennifer Quimno -Technical Staff Standards Section
Answer the CLIENT STEP Satisfaction Measurement Form (CSMF) and submit it to the DSWD Field Office.	None	After the pre-accredit ation assessment	SWDA/ Shayne L. Patindol <i>/ Support Staff Standards Section</i>

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
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V. PROCESSING TIME

Social Work Agency:	20 working days
Senior Citizen Center:	19 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, 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 style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc or;• https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc or;• https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
4. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

WHAT ARE THE REQUIREMENTS?		WHERE TO SECURE		
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019		DSWD website <ul style="list-style-type: none">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf or;https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf		
ADDITIONAL REQUIREMENTS AS APPLICABLE:		DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx or ; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf		
1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)				
2. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)		DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx or ; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO		None	*30 minutes	<i>Administrative personnel (SCMD)</i>
The applicant CSO awaits for notification relative to the application		None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO) <i>Jennifer Quimno</i> -Information and Communication Technology Management Services (ICTMS)
Actual Assessment.	Virtual/On-site Validation	None	1 working day (<u>per agreed schedule</u>)	<i>Jennifer Quimno</i> Standards Bureau for those operating in more than one region
Awaits approval or denial of the application for accreditation		None	16 working days and 5 hours and 30 mins.	Jennifer Quimno/ Garce Yana/ Shalaine Marie Lucero

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives the Certificate of Accreditation or the Denial Letter	None	2 hours	<i>Shayne L. Patindol</i>

V. PROCESSING TIME

20 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, 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 SECURE
1. Certified true copy of the Certificate of Eligibility (CoE) *The issuance of COE is subject to compliance with SLP existing guidelines. 2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in 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	
How to send feedback	<ul style="list-style-type: none">•Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)•DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none">•FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback•Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none">•The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.•Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.•The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: SS, ARTA, PCC, CCB	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

ISSUANCE OF 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
<div>1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form.</div> <div>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:<div>a. Pictures of office and direction sketch; and</div><div>b. At least one of the following documents:<div>i. Barangay certification</div><div>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</div><div>iii. Other documents showing proof of existence</div></div></div> <div>3. Proof of organization, namely:<div>a. Organizational chart or governance structure; and</div><div>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;</div></div> <div>4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation</div> <div>5. Proof of having undergone Social Preparation</div>	<div>• DSWD FO- Standards Section</div> <div>• CSO Beneficiary Applicant</div> <div>• CSO Beneficiary Applicant</div> <div>• Government agency or agencies from which it has received public funds</div> <div>• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds</div>

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants			
1: Submit/file application documents	None	2 hours	Shayne Patindol
2: Wait for the result of the assessment	None	18 days and 6 hours	Jennifer Quimno
3: Receives the Certificate of Accreditation	None	1 day	Jennifer Quimno
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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none">FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedbackStandards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none">The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: SS, ARTA, PCC, CCB	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

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.	•DSWD Field Office - Standards Section , MJ Cuenco Sts., Cebu City •Refer to DSWD Website – https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf •Annex A. PMC Form_App
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: a.Photocopy of Certificate of graduation/college diploma or transcript of records; or b. Certified photocopy of valid PRC ID.	Any PRC Office nationwide
Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	Training Provider
Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: Certification from immediate Supervisor; or An approved resolution	Local Government Office
Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. Documentation Report Template
Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
Other documents to be made available during the assessment visit: Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Renewal	
Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	•Training Provider
Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (Annex D);	https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.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_2019-001.pdf Annex C. PMC Form
Other documents to be made available during the validation visit.	
• Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
• Accomplished and consolidated result of client feedback/satisfaction survey (See Annex F) for the template) of about fifty (50) percent of the total number of counseled couple for the past year; and	https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form
• A summary/record on the number of Certificates of Marriage Counseling issued.	

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Applicants			
Secures application form thru the DSWD Website/Field Office	None	*5 minutes	<i>Shayne L. Patindol</i> <i>/ Support Staff</i> <i>Standards Section</i>
Submit/ file application and supporting documents at Field Office – Standards Section	None	*15 minutes	<i>Shayne L. Patindol</i> <i>/ Support Staff</i> <i>Standards Section</i>
Awaits for acknowledgement or notification relative to the application.	None	5 working days and 2 hours	<i>Jennifer Quimno</i> <i>Technical Staff</i>
Accomplish and drop the Customer’s Feedback Form on the dropbox.	None	*5 minutes	<i>Shayne L. Patindol</i> <i>/ Support Staff</i> <i>Standards Section</i>

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Actual Accreditation Assessment	None	1 working day	Shayne L. Patindol / Support Staff Standards Section
Awaits the approval of the confirmation report/issuance of the Certificate	None	7 working days	Jennifer Quimno Technical Staff Standards Section 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	Jennifer Quimno Technical Staff Standards Section

V. PROCESSING TIME

18 working days and 2.25 hours

STANDARDS SECTION

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

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
Application form (DSWD DFE Form 1)	•DSWD Field Office - Standards Section , MJ Cuenco Sts., Cebu City •Refer to DSWD Website – https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.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 donee.
Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.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_2019-021.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	FEEES 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	Php1,000.00	*10 minutes	Patricia Alith Pareja Cashier
Awaits results of the assessment.	None	3 working days	Jennifer Quimno Technical Staff
Validation Visit	None	2 working days (per agreed schedule)	Jennifer Quimno Technical Staff
Endorsement to the DSWD Central Office.	None	1 working day	Jennifer Quimno Technical Staff Shalaine Marie Lucero, CESO IV/ Regional Director
Approved applicants to pick up the Endorsement Letter	None	*10 minutes	Jennifer Quimno Technical Staff

STANDARDS SECTION

V. PROCESSING TIME

14 working days

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p> <p>DSWD - Field Office send memo/email to Standards Bureau</p>
How feedbacks are processed	<p>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</p> <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>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.</p>
How complaints are processed	<p>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.</p> <p>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</p> <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p> <p>.</p>
Contact Information of SS, CCB, PCC, ARTA	<p>Standards Section (SS) standards.fo7@dswd.gov.ph (032) 233-8785 local 17120</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): 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</p>

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	Any of the following: <ul style="list-style-type: none">• Supervisor of the applicant;• Philippine Association of Social Workers, Inc. (PASWI);• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes;• Case summaries;• Case conference proceedings/notes	Applicant/Client

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
B. For Renewal	
1. For Social Workers	
Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	•DSWD or recognized training institutions
Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">• Case study reports;• Progress/running notes; and• Other relevant documentations pertaining to the cases	Applicant/Client
2. For Supervisors	
• First three (3) requirements stated under renewal for social worker	(As stated above)
• Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
• The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none">✓ Case study reports;✓ Progress/running notes/marginal notes;✓ Case summaries;✓ Case conference proceedings/notes	Applicant/Client

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applications received through Walk-in Applicants/ Mail or Courier			
The Applicant shall file an application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together with the requirements stated above.	None	1 hour and 30 minutes	<i>Shayne L. Patindol</i> <i>/ Support Staff</i> <i>Standards Section/</i> <i>Jennifer Quimno/</i> <i>Section Head</i> <i>Jennifer Quimno</i> <i>Technical Staff</i>
The Applicant shall coordinate with the Standards Bureau through the Field Office on the schedule of the assessment.	None	1 day (per agreed schedule)	<i>Jennifer Quimno</i> <i>Technical Staff</i>
Qualified applicants shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed	None	30 minutes	<i>Shayne L. Patindol</i> <i>/ Support Staff</i> <i>Standards Section/</i>

STANDARDS SECTION

V. PROCESSING TIME

20 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
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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