

SECURING TRAVEL CLEARANCE FOR MINORS TRAVELLING ABROAD

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – MTA

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

Filipino Minors Travelling Abroad

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

SECURING TRAVEL CLEARANCE FOR MINORS TRAVELLING ABROAD

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

SECURING TRAVEL CLEARANCE FOR MINORS TRAVELLING ABROAD

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

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WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Minors going Abroad for Medical Purposes	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	Attending Physician
3. Letter from the Sponsor (if applicable)	Sponsoring Person
Minors going Abroad with pending petition for Inter-Country or Domestic Adoption	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant
4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case
5. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
Minors under Foster Care	
1. Notarized Affidavit of Undertaking by the Foster Parent/s	Foster Parent/s
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
Minors under Legal Guardianship who will be unaccompanied by their Legal Guardian	
1. Court Order on Legal Guardianship (1 Certified True Copy)	Court
For Minors whose parents are Seafarers	
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)	Applicant
2. Seaman’s Book of Parent/s (1 Photocopy)	Applicant
3. Parent/s Written Consent (1 Electronic Copy)	Applicant

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

IV. HOW TO AVAIL OF THE SERVICE

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

V. PROCESSING TIME

1 hour and 40 minutes

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VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>Client Satisfaction Measurement Form is administered to clients who availed the service. This survey measures the client’s satisfaction in the delivery of service.</p> <p>Feedback can also be sent through mta.fo7@dswd.gov.ph or proserv.fo7@dswd.gov.ph</p>
How feedbacks are processed	<p>The Minors Travelling Abroad Focal Person or Officer In-charge verifies the nature of feedback or queries received through Client Satisfaction Measurement Form or official e-mail address within three (3) working days upon receipt. The client will be notified through phone call or e-mail on the appropriate actions taken.</p>
How to file a complaint	<p>To file a complaint against Minors Travelling Abroad,</p> <p>provide the following details:</p> <ul style="list-style-type: none">•Full name and address of the complainant•Narrative of the complaint•Evidences•Name of the person being complained•Contact Number <p>Send all complaints to: Director Shalaine Marie S. Lucero DSWD Field Office VII MJ Cuenco Corner Gen. Maxilom Ave. Carreta, Cebu City Or email at ord.fo7@dswd.gov.ph Complaints with incomplete details as indicated above shall not be entertained.</p>
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is: On Programs and Services- SPD will be the one replying to the complaint On Personnel and other outside matters- The Focal Person will be the one replying to the complaint</p>

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VI. FEEDBACKS AND COMPLAINTS MECHANISM

How complaints are processed	<p>All complaints received against the Minors Travelling Abroad will be processed by the Grievance Committee of the Field Office. The Committee evaluates and determines the complaints received on a weekly basis. The Committee shall coordinate with the Minors Travelling Abroad Focal or Officer In-Charge to address the complaints. An investigation shall be held if deemed necessary. An incident report on the result of the investigation and action taken will be prepared by the Grievance Committee and will be submitted to the Regional Director for appropriate action.</p> <p>A response letter or feedback report addressed to the complainant will be prepared by the Committee for the appropriate action. All complaints will be responded in accordance to the Ease of Doing Business timeline. For follow-ups or queries, the contact information are as follows: Telephone No: (032) 233-0261 Email: fo7@dswd.gov.ph</p>
Contact info of ARTA, PCC and CCB	<p>Tel No. 8847-5093 Email Add: complaints@arta.gov.ph</p> <p>Hotline: 8888 Email Add: pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565</p>

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TRAVELLING ABROAD

VII. LIST OF OFFICES

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