

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

I. OFFICE OR DIVISION

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

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

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

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

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
EDUCATIONAL ASSISTANCE	
1. SCHOOL REGISTRATION AND/ OR CERTIFICATE OF ENROLMENT (1 ORIGINAL AND 1 PHOTOCOPY) 2. STATEMENT OF ACCOUNT FOR TERTIARY EDUCATION (1 ORIGINAL AND 1 PHOTOCOPY) 3. VALID SCHOOL ID (2 PHOTOCOPY) 4. VALID ID OF THE PARENT/ GUARDIAN (1 ORIGINAL AND 1 PHOTOCOPY)	SCHOOL WHERE THE CLIENT IS ENROLLED
SKILLS TRAINING	
1. OFFICIAL RECEIPT FROM THE TRAINING SCHOOL (TESDA/ CHED ACCREDITED TRAINING SCHOOL. (1 ORIGINAL AND 1 PHOTOCOPY) 2. VALID SCHOOL ID (2 PHOTOCOPY)	TESDA / ACCREDITED TRAINING SCHOOL WHERE THE CLIENT IS ENROLLED
FINANCIAL ASSISTANCE FOR EMPLOYMENT (E.G. DRIVER’S LICENSE, NBI AND POLICE CLEARANCE, MEDICAL CERTIFICATE ETC.)	
1. CONTRACT OF EMPLOYMENT OR ANY SIMILAR DOCUMENT WHICH INDICATES THAT THEY ARE HIRED (1 ORIGINAL AND 1 PHOTOCOPY) 2. VALID ID (2 PHOTOCOPY)	EMPLOYER OF THE CLIENT

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
FINANCIAL ASSISTANCE FOR LIVELIHOOD	
<div>1. RESULT OF THE HANDA KA NA BANG MAGNEGOSYO? THE CLIENT SCORE’S MUST BE 75 AND ABOVE IN ORDER TO BE ELIGIBLE FOR THE LIVELIHOOD PROGRAM, TO DETERMINE THE PREPAREDNESS OF THE CLIENT TO START THEIR BUSINESS. RE-ASSESSMENT WILL BE CONDUCTED TO CLIENTS WHO WILL HAVE A SCORE OF 74 AND BELOW OR THEY MAY BE CONSIDERED TO AVAIL FINANCIAL ASSISTANCE FOR EMPLOYMENT. (1 ORIGINAL AND 1 PHOTOCOPY)</div> <div>2. PROJECT PROPOSAL. THEY MAY WRITE USING THEIR VERNACULAR OR LOCAL DIALECT. THEY MAY BE ASSISTED BY THE SOCIAL WORKER IN PREPARATION OF THE SAID PROPOSAL. (1 ORIGINAL AND 1 PHOTOCOPY)</div> <div>3. VALID ID (2 PHOTOCOPY)</div> <div>4. SOCIAL CASE STUDY REPORT (1 ORIGINAL)</div>	DSWD FIELD OFFICE VII – RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS
LOGISTICAL SUPPORT DURING AND POST-RESCUE OPERATION OF VICTIM-SURVIVORS OF TRAFFICKING	
1. NO DOCUMENTS NEED.	DSWD FIELD OFFICES -VICTIM-SURVIVORS OF TRAFFICKING DURING RESCUE OPERATION. SOCIAL WORKERS ARE HIGHLY NEEDED TO PROVIDE PSYCHOSOCIAL COUNSELING AND ASSIST VICTIM-SURVIVORS OF TRAFFICKING ALL THROUGHOUT THE PROCESS FROM RECOVERY TO REINTEGRATION.
PROVISION OF TEMPORARY SHELTER	
<div>1. MEDICAL CERTIFICATE (1 ORIGINAL AND 1 PHOTOCOPY)</div> <div>2. CASE SUMMARY (1 ORIGINAL)</div> <div>3. REFERRAL LETTER FROM THE SOCIAL WORKER (1 ORIGINAL)</div>	DSWD FIELD OFFICES -VICTIM-SURVIVORS OF TRAFFICKING MAY BE PLACED IN DSWD RUN/ REGISTERED, LICENSED AND ACCREDITED RESIDENTIAL CARE FACILITIES FOR PROTECTIVE CUSTODY.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
SUPPORT FOR VICTIM-SURVIVORS/ WITNESS AND TRANSPORTATION ASSISTANCE	
1. VALID ID (2 PHOTOCOPY) 2. SOCIAL CASE STUDY REPORT (1 ORIGINAL) 3. OFFICIAL RECEIPT FOR THE CLIENT’S BOARD AND LODGING (1 ORIGINAL AND 1 PHOTOCOPY)	DSWD FIELD OFFICE VII – RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS

V. HOW TO AVAIL OF THE SERVICE

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

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

VI. PROCESSING TIME

TOTAL PROCESSING TIME FOR TEMPORARY SHELTER: 2 DAYS
TOTAL PROCESSING TIME FOR LIVELIHOOD ASSISTANCE: 12 DAYS
TOTAL PROCESSING TIME FOR OTHER ASSISTANCE: 5 DAYS

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	<p>Fill out the Client Satisfaction Survey Form and submit it to RRPTP Social Worker.</p> <p>Clients may also send an email to rrptp.fo7@dswd.gov.ph or send a text message at mobile number 0917-703-0967.</p>
How to file a complaint	At the end of each month, RRPTP Social Worker will consolidate all the feedback received. Discuss and consider appropriate actions.
Complainant using 8888	<p>Client may write a letter to the Regional Director providing the following details;</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complaint • Evidences • Name of the person or specific mechanism that is being complained
How complaints are processed	<ul style="list-style-type: none"> • Discuss and validate the complaints being raised. • Consider appropriate actions. • Concerned staff prepares a feedback report. • Provide feedback to the complainant.
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>