



#### I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – MTA

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

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

#### III. WHO MAY AVAIL OF THE SERVICE

Filipino Minors Travelling Abroad

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
A. For Minors Traveling Alone to a Foreign	Country for the First Time
<ol> <li>Duly Accomplished Application Form</li> <li>Original Copy or Electronic Copy)</li> </ol>	DSWD Field Offices or download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office/SWAD where the minor resides
<ol> <li>PSA issued Birth Certificate of Minor</li> <li>Original and 1 Photocopy**)</li> </ol>	Philippine Statistics Authority (PSA)
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)	
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

















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

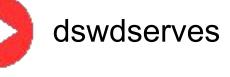










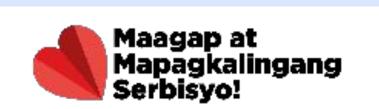






WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
D. Minors Traveling subsequently with a Pe	rson Other than the Parents of Legal
Guardian	
<ol> <li>Duly Accomplished Application Form</li> <li>(1 Original Copy or Electronic Copy)</li> </ol>	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of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

















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)			
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)			
2. Seaman's Book of Parent/s (1 Photocopy)	Applicant		
3. Parent/s Written Consent (1 Electronic Copy)	Applicant		















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

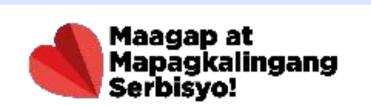
#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register information	None	5 minutes	EMMA F. PATALINHUG
in MTA client's logbook			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

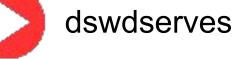
















### VI. FEEDBACKS AND COMPLAINTS MECHANISM

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

















#### VI. FEEDBACKS AND COMPLAINTS MECHANISM

How complaints are processed

All complaints received against the Minors Travelling

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

on a weekly basis. The Committee shall coordinate

with the Minors Travelling Abroad Focal or

Officer In-

Charge to address the complaints. An

investigation

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

investigation

and action taken will be prepared by the

Grievance

Committee and will be submitted to the Regional

Director for appropriate action.

A response letter or feedback report addressed

the complainant will be prepared by the

Committee

for the appropriate action.

All complaints will be responded in accordance

to the

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

information are as follows:

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

Contact info of ARTA, PCC and CCB

Tel No. 8847-5093

Email Add: complaints@arta.gov.ph

Hotline: 8888

Email Add: pcc@malacanang.gov.ph

Contact Center ng Bayan (CCB)

email@contactcenterngbayan.gov.ph

0908-881-6565

















### VII. LIST OF OFFICES

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











