



# **DSWD**

**Department of Social Welfare and Development**

## **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER HANDBOOK  
7<sup>TH</sup> EDITION**

**2023**



**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

## **Quality Policy**

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

## **II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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## V. List of Services

Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
AS	DSWD-AS-SO P-004	Service (Internal)	Physical Count of Property, Plant and Equipment (PPE)
AS	DSWD-AS-SO P-008	Service (Internal)	Recording, Documentation and Issuance of Expendable or Consumable Supplies
AS	DSWD-AS-SO P-009	Service (Internal)	Recording, Documentation and Issuance of PPE and Semi-Expendable Properties
AS	DSWD-AS-SO P-010	Service (Internal)	Request for Technical Assistance relative to Building and Grounds Management
AS	DSWD-AS-SO P-011	Service (Internal)	Request for Use and Monitoring of Vehicle
AS	DSWD-AS-SO P-012	Service (Internal)	Surrender/Turnover of Property and Cancellation of Property Accountability
AS	DSWD-AS-SO P-013	Service (Internal)	Transfer of Property Accountability
AS	DSWD-AS-SO P-014	Service (Internal)	Facilitation of Request for Relief from Property Accountability from Commission on Audit
AS	DSWD-AS-SO P-015	Service (Internal)	Facilitation of Request for Replacement/ Reimbursement of Lost Damaged or Destroyed Properties
AS	DSWD-AS-SO P-016	Service (External)	Issuance of Gate Pass for Service Providers and Suppliers
AS	DSWD-AS-SO P-017	Service (External)	Issuance of Property Clearance for Separated Official and Employees
AS	DSWD-AS-SO P-018	Service (Internal)	Issuance of Sticker Pass
AS	DSWD-AS-SO P-019	Service (Internal)	Provision of Technical Assistance on Property and Supply Management
AS	DSWD-AS-SO P-020	Service (External)	Receiving Request for Information
AS	DSWD-AS-SO P-021	Service (Internal)	Re-issuance of Equipment and Semi-expendable Supplies
AS	DSWD-AS-SO P-022	Service (Internal)	Request for Air Transport Service
AS	DSWD-AS-SO P-023	Service (Internal)	Request for DSWD Dormitory Accommodation
AS	DSWD-AS-SO P-024	Service (Internal)	Request for Technical Assistance for Special Sanitation and Disinfection of the Offices
AS	DSWD-AS-SO P-025	Service (Internal)	Request for the Use of DSWD Conference Room

AS	DSWD-AS-SO P-028	Service (Internal)	Procurement under Agency to Agency
AS	DSWD-AS-SO P-029	Service (Internal)	Procurement under Direct Contracting
AS	DSWD-AS-SO P-030	Service (Internal)	Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets
AS	DSWD-AS-SO P-031	Service (Internal)	Procurement under Emergency Cases
AS	DSWD-AS-SO P-032	Service (Internal)	Procurement under Highly Technical Consultant
AS	DSWD-AS-SO P-033	Service (Internal)	Procurement under Lease of Real Property and Venue
AS	DSWD-AS-SO P-034	Service (Internal)	Procurement under Repeat Order
AS	DSWD-AS-SO P-035	Service (Internal)	Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services
AS	DSWD-AS-SO P-036	Service (Internal)	Procurement under Shopping under Section 52.1 (B)
AS	DSWD-AS-SO P-037	Service (Internal)	Procurement under Small Value Procurement
AS	DSWD-AS-SO P-038	Service (Internal)	Procurement under Two (2) Failed Biddings
HRMDS	DSWD-HRMDS -SOP-001	Service (Internal)	Certification of Performance Rating
HRMDS	DSWD-HRMDS -SOP-006	Service (External)	Issuance of Completed Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees
HRMDS	DSWD-HRMDS -SOP-007A	Service (Internal)	Issuance of Certificate of Employment to current officials, employees and Contract of Service Workers
HRMDS	DSWD-HRMDS -SOP-007B	Service (Internal)	Issuance of Certificate of Leave Credits to current officials and employees
HRMDS	DSWD-HRMDS -SOP-007C	Service (Internal)	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to current officials and employees
HRMDS	DSWD-HRMDS -SOP-008	Service (Internal)	Issuance of Service Record to current Officials and Employees
HRMDS	DSWD-HRMDS -SOP-009	Service (External)	Issuance of Service Record to Separated Officials and Employees
HRMDS	DSWD-HRMDS -SOP-010A	Service (External)	Issuance of Certificate of Employment to Separated Officials, Employees, and Contract of Service Workers
HRMDS	DSWD-HRMDS -SOP-010B	Service (External)	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees

LS	DSWD-LS-SOP-001	Service (Internal)	Issuance of Online Certificate of No Pending Administrative Cases (CENOPAC)
LS	DSWD-LS-SOP-002	Service (External)	Rendering Legal Opinions and Advice on Matters Brought by External Clients
FMS	DSWD-FMS-SOP-003	Service (External)	Processing of BIR Form 2322 : Certificate of Donation
FMS	DSWD-FMS-SOP-006	Service (External)	Processing of Request for Accounting Certifications of Former DSWD Employees
DRMG	DSWD-DRMG-SOP-001A	Service (External)	Processing of Relief Augmentation Request by DSWD Field Offices
DRMG	DSWD-DRMG-SOP-001B	Service (External)	Processing of FNI Augmentation Request from Field Offices
DRMG	DSWD-DRMG-SOP-001C	Service (External)	Resource and Logistics Mobilization of FNIs to the DSWD Field Offices
NRLMB	DSWD-NRLMB-SOP-001	Service (External)	Local In-Kind Donations Facilitation
PMB	DSWD-PMB-SOP-003	Service (Internal)	Securing Travel Clearance Blue Cards
PMB	DSWD-PMB-SOP-004	Service (External)	Securing Travel Clearance for Minors Traveling Abroad
PMB	DSWD-PMB-SOP-005	Service (External)	Provision of Assistance to Solo Program
PMB	DSWD-PMB-SOP-006	Service (External)	Auxiliary Social Services to Persons with Disabilities
PMB	DSWD-PMB-SOP-007	Service (External)	Case Management in Center and Residential Care Facility
PMB	DSWD-PMB-SOP-009	Service (External)	Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries
PMB	DSWD-PMB-SOP-010	Service (External)	Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)
PMB	DSWD-PMB-SOP-011	Service (External)	Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals
PMB	DSWD-PMB-SOP-012	Service (Internal)	Implementation of Government Internship Program (GIP) to Central Office and Field Offices
PMB	DSWD-PMB-SOP-013	Service (External)	Implementation of the Supplementary Feeding Program (SFP)
PMB	DSWD-PMB-SOP-014	Service (External)	Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)
PMB	DSWD-PMB-SOP-015	Service (External)	Licensing for Foster Parent/s



PMB	DSWD-PMB-S OP-016	Service (External)	Placement of children to Licensed foster parent/s
PMB	DSWD-PMB-S OP-017	Service (External)	PLHIV Referral for Care and Support Services
PMB	DSWD-PMB-S OP-018	Service (External)	Processing of Adoption Application and Placement
PMB	DSWD-PMB-S OP-019	Service (External)	Provision of Assistance to Clients of the Vocational Rehabilitation Centers
PMB	DSWD-PMB-S OP-020	Service (External)	Provision of Assistance to People Living with HIV (PLHIV)
PMB	DSWD-PMB-S OP-021B	Service (External)	21B. Procedure for Social Pension Provision to Indigent Senior Citizens
PMB	DSWD-PMB-S OP-022	Service (External)	Provision of Assistance under the Recovery and Reintegration Program for Trafikkked Persons (RRPTP)
PMB	DSWD-PMB-S OP-023	Service (External)	Provision of Centenarian Gift to Centenarians
PMB	DSWD-PMB-S OP-024	Service (Internal)	Provision of Technical Assistance of Program Management Bureau to Field Offices
ISSO	DSWD-ISSO-S OP-001	Service (External)	Extension of Social Welfare Services to Distressed Overseas Filipinos and their families in the Philippines
ISSO	DSWD-ISSO-S OP-002	Service (Internal)	Provision of Technical Assistance to SWAtts, One-Stop-Shop DSWD NAIA Team, and ISS FO Focal Persons
4PS	DSWD-4PS-SO P-001	Service (External)	Request for 4Ps Data
4PS	DSWD-4PS-SO P-002	Service (External)	Grievance Intake and Response
4PS	DSWD-4PS-SO P-003	Service (Internal)	Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity
KALAHICIDSS	DSWD-KALAHICIDSS -SOP-001	Service (Internal)	Concurrence of LGU Engagement
KALAHICIDSS	DSWD-KALAHICIDSS -SOP-003	Service (Internal)	Request for Technical Approval for KC - NCDDP
KALAHICIDSS	DSWD-KALAHICIDSS -SOP-004	Service (External)	Eligibility Assessment for the Balik Probinsya Bagong pag-asa Program
SLP	DSWD-SLP-SO P-001	Service (External)	Grievance Management Process for SLP-NPMO
SLP	DSWD-SLP-SO P-002	Service (External)	Referral Management Process for SLP-NPMO
SLP	DSWD-SLP-SO P-003	Service (External)	Referral Management Process for SLP-RPMO

SLP	DSWD-SLP-SO P-004	Service (External)	Grievance Management Process for SLP-RPMO
SWIDB	DSWD-SWIDB-SOP-001	Service (External)	Availment of Accommodation at SWADCAP Guest rooms
SWIDB	DSWD-SWIDB-SOP-002	Service (Internal)	Borrowing of KEC Materials and Collections
SWIDB	DSWD-SWIDB-SOP-003	Service (Internal)	Endorsement of Continuing Professional Development Application and Completion Report
SWIDB	DSWD-SWIDB-SOP-004	Service (Internal)	KEC Function Room Reservation and Use
SWIDB	DSWD-SWIDB-SOP-005	Service (External)	Provision of Resource Person to DSWD Intermediaries and Stakeholders
SWIDB	DSWD-SWIDB-SOP-006	Service (Internal)	SWADCAP Activity Reservation by DSWD Employees (for revision)
SWIDB	DSWD-SWIDB-SOP-007	Service (External)	SWADCAP Function Room Reservation by External Stakeholder (for revision)
STB	DSWD-STB-SO P-001	Service (External)	Technical Assistance on Program/Project Development or Enhancement
STB	DSWD-STB-SO P-003	Service (External)	Technical Assistance on STB-developed Programs and Projects
SB	DSWD-SB-SO P-001	Service (External)	Accreditation of Civil Society Organizations (CSOs) To Implement DSWD Projects and/or Program using DSWD Funds
SB	DSWD-SB-SO P-002	Service (External)	Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)
SB	DSWD-SB-SO P-003	Service (External)	Endorsement of Duty-Exempt Importation of Donations to SWDAs
SB	DSWD-SB-SO P-004	Service (External)	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity
SB	DSWD-SB-SO P-005	Service (External)	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region
SB	DSWD-SB-SO P-006	Service (External)	Registration of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region
SB	DSWD-SB-SO P-007	Service (External)	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)
SB	DSWD-SB-SO P-008	Service (External)	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized

SB	DSWD-SB-SO P-009	Service (External)	Accreditation of Pre - Marriage Counselors
SB	DSWD-SB-SO P-010	Service (External)	Accreditation of Social Workers Managing Court Cases
SB	DSWD-SB-SO P-011	Service (External)	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit
SB	DSWD-SB-SO P-012	Service (External)	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit
SB	DSWD-SB-SO P-013	Service (External)	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity
SB	DSWD-SB-SO P-014	Service (External)	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in one Region
SB	DSWD-SB-SO P-015	Service (External)	Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region
SB	DSWD-SB-SO P-016	Service (External)	Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in one Region
AOC	DSWD-AOC-S OP-001	Service (External)	Handling of 8888 Complaints and Grievances (Group: Program wide/Division Wide)
ICTMS	DSWD-ICTMS-SOP-001	Service (Internal)	ICT Support Services
SMS	DSWD-SMS-S OP-001	Service (External)	Facilitation of Media Interview
SMS	DSWD-SMS-S OP-002A	Service (Internal)	Provision of Technical Assistance (on Messages and Forewords)
SMS	DSWD-SMS-S OP-002B	Service (Internal)	Provision of Technical Assistance (on Branding Designs)
PDPB	DSWD-PDPB-S OP-001	Service (External)	Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients
PDPB	DSWD-PDPB-S OP-002	Service (External)	Obtaining Social Welfare and Development (SWD) Data and Information
NHTO	DSWD-NHTO-SOP-001	Service (External)	Data-sharing- list of data Subjects
NHTO	DSWD-NHTO-SOP-002	Service (External)	Data-sharing- name matching
NHTO	DSWD-NHTO-SOP-003	Service (External)	Data-sharing. Statistics/Raw Data Request

NHTO	DSWD-NHTO-SOP-004	Service (Internal)	Data Sharing with DSWD OBSUs – List of Data Subject
NHTO	DSWD-NHTO-SOP-005	Service (Internal)	Data Sharing with DSWD OBSUs- Name Matching
NHTO	DSWD-NHTO-SOP-006	Service (External)	Walk-in name matching data request
NHTO	DSWD-NHTO-SOP-007	Service (Internal)	Data Sharing With DSWD OBSUs – Statistics/Raw Data Request



**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

**FRONTLINE (EXTERNAL)  
SERVICES**

## **ADMINISTRATIVE SERVICE (AS)**

### **FRONTLINE (EXTERNAL) SERVICES**

#### **1. Issuance of Gate Pass for Service Providers and Suppliers**

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> <li>DSWD employees and officials</li> <li>DSWD service providers</li> <li>DSWD suppliers</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Three (3) original copies of duly accomplished Gate Pass</li> <li>Number of Property/ies to be brought outside</li> <li>Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property</li> <li>One (1) photocopy of Special Order for order of succession</li> </ol>		<ol style="list-style-type: none"> <li>To be prepared by the client OBSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format</li> <li>To be prepared by the client without any prescribed format</li> <li>To be prepared by the client OBSUs' DPSC through PREMIS with prescribed format</li> <li>Records and Archives Management Division (RAMD)</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished gate pass with attachments and present property for Checking	<ol style="list-style-type: none"> <li>Received and review submitted duly accomplished gate pass and attachments vis-à-vis property presented.</li> <li>1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of</li> </ol>	None	15 Minutes	<i>PSAMD staff</i>

	request in and endorse the same to the AS-PSAMD Division Chief for approval.			
	1.2 Approve Gate Pass	None	5 Minutes	<i>PSAMD Division Chief</i>
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>AS-PSAMD Staff</i>
	1.4 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer Triplicate – PSAMD copy	None	5 Minutes	<i>AS-PSAMD Staff</i>
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises	None	10 Minutes	<i>Security Guard On-Duty</i>
	b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS.	None	2 Minutes	<i>Security Guard On-Duty</i>



3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – Go to AS-PSAMD and inquire on how to proceed  b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return	None	10 Minutes	Security Guard On-Duty
	3.1 Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	Security Guard on Duty
	3.2 Surrender original copies of gate pass for returned property to AS-PSAMD	None	5 Minutes	Security Guard on Duty
	3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10 Minutes	AS-PSAMD staff
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	AS- PSAMD staff
<b>TOTAL:</b>		<b>None</b>	<b>1 HOUR, 16 MINUTES</b>	

## 2. Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
<b>Classification:</b>	Simple
<b>Type of Transaction :</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees

		who are:		
		1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>A. Without Property Accountability</b> 1. Three (3) copies of Clearance Form  <b>B. With Property Accountability</b> 1. Three (3) copies of Clearance Form One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. With request for relief from property accountability due to loss - one (1) copy of COA decision 4. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group		<b>A. Without Property Accountability</b> 1. Personnel Administration Division with prescribed format.  <b>B. With Property Accountability</b> 1. Personnel Administration Division prescribed format 2. To be prepared by the client OBSUs Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 3. DSWD Commission on Audit without any prescribed format 4. Property Supply and Asset Management Division without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 Minutes	PSAMD Technical Staff
	1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 Hour, 30 Minutes	PSAMD Technical Staff
	1.2 <b>No Accountabilities</b> Process the clearance by affixing initial and forward to the Division Chief for approval  <b>With Accountabilities</b> Inform OBSU of the applicant on the remaining	None	15 Minutes	PSAMD Technical Staff

	accountabilities to process cancellation of accountabilities through Memorandum			
2. Submit documents and other requirements as proof of cancelled property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	<i>PSAMD Technical Staff</i>
	2.1. If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	<i>PSAMD technical staff</i>
	2.2. Sign Clearance	None	5 Minutes	<i>PSAMD Division Chief</i>
	2.3. Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing PSAMD Staff</i>
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	<i>PSAMD technical staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 HOURS</b>	

### 3. Receiving Request for Information

The Administrative Service – Records and Archives Management Division (AS – RAMD) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

<b>Office or Division:</b>	AS-RECORDS AND ARCHIVE MANAGEMENT DIVISION
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)
<b>Type of Transaction:</b>	G2C – Government to Citizens

<b>Who may avail:</b>		Individuals with Filipino Citizenship		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. Standard Request</b> 1.1. One (1) Request letter addressed to Secretary Rolando Joselito D. Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City. 1.2. Attach one (1) FOI Request Form  1.2.1. Must state your complete name, contact information and purpose of your request  <b>1.2.2.</b> Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo  <b>1.2.3.</b> One (1) Receiving copy (for client reference)			Requesting party may visit: <a href="https://www.dswd.gov.ph/issuances/MCs/M_C_2017-009.pdf">https://www.dswd.gov.ph/issuances/MCs/M_C_2017-009.pdf</a> for the FOI Request Form  or  Secure FOI Request Form in the DSWD- AS-RAMD	
<b>2. Online Requests or through eFOI portal</b> 2.1. Visit the eFOI website 2.1.1. Choose Make a Request icon 2.1.2. Select Department of Social Welfare and Development 2.1.3. Click on Write My Request 2.1.3.1. Ensure all the mandatory fields are filled out 2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo			Requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>	
<b>3. If unable to make a written request, because of illiteracy or disability</b> 3.1. Visit the nearest DSWD Office or contact Ms. Myrna H. Reyes in DSWD-Central Office at (02) 8- 951-7119 for inquiries 3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form 3.3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization			Requesting may visit the nearest DSWD Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with	1. DSWD FRO shall receive and conduct initial evaluation to FOI Request Check if requested information is already posted and available online: 1.1.1. If available, inform the requesting party and provide the link of posted information	None	1 hour	Myrna H. Reyes OIC – Division Chief / DSWD FRO

photo	<p>through the indicated contact details of the requesting party.</p> <p>1.2. Check if the requested information is substantially similar or identical to previous requests by the same requesting party.</p> <p>1.2.1. If the same, then request shall be denied.</p> <p>1.2.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.</p> <p>1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.</p>			
2. Will received notification/ requested info/data from the contact info provided	<p>2.1 DSWD FRO shall receive the info/ data from the respective office</p> <p>2.2 Release of requested info/data to the requesting party through email or courier service</p>	None	15 mins.	Myrna H. Reyes <i>OIC – Division Chief / DSWD FOI Receiving Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	

## **AGENCY OPERATIONS CENTER (AOC)**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide)

In line with **Executive Order No. 06., Series of 2016, “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center,”**. Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens’ Complaint Hotline in compliance with the 72 - Hour directive of the President.

<b>Office or Division:</b>	Agency Operation Center – 8888 Action Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizens (G2C); Government – to – Government (G2G)			
<b>Who may avail:</b>	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen’s Complaint Hotline.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
To process 8888 Citizen’s Complaint Hotline Concerns; 1. Referral Letter / Reference number from 8888 Citizen’s Complaint Center; 2. Client’s Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern.		Agency Operation Center – 8888 Action Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 8888 Citizen’s Complaint Hotline referral / send the referral letter to DSWD through the 8888 web system.	1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.	None	20 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
2. Hotline 8888 client to receive response / action on the concern.	2.1 Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.  2.2 The Division / Unit act on the concern of the client.  2.3 The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center.	None	71 Hours, 10 Minutes	<i>Technical Staff</i>  Designated Division / Unit in DSWD (OBSU/FO/AA)

3. 8888 Citizen's Complaint Center to receive response / update / feedback.	3.1 DSWD AOC receive, review and acknowledge the signed / official document of responses. 3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern. 3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.	None	25 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
	4. Update the database and mark it as closed.	None	5 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
<b>TOTAL:</b>		<b>None</b>	<b>72 Hours</b>	



**DISASTER RESPONSE MANAGEMENT  
BUREAU  
(DRMB)**

**FRONTLINE (EXTERNAL) SERVICES**

## 1. Processing of Relief Augmentation Request by DSWD Field Offices

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD Field Offices (FO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LGU Request, with either of the following attachments: <i>Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines</i>		c/o the Concerned LGU		
Response Letter to LGUs		DSWD FO		
Delivery Receipt		DSWD FO		
Relief Distribution Sheet (RDS)		DSWD FO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative	a) Receive the request and logs the documents, and route LGU request to DRMD Chief	none	5 minutes	DRMD Admin Staff and DRMD Chief
	b) DRMD Chief endorses request to DRRS Section Head for review	None	10 minutes	DRMD Chief
	c) Conduct desk review / assessment and validation of request: review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs,	none	2 hours	DRRS Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attachments based on existing guidelines	or through review of the following reports, if available: a. latest DROMIC Report b. RDANA Report c. DSWD Predictive Analytics			
	5) DRMD Chief coordinates with the RROS Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements	none	30 minutes	DRRS Head / Staff
	6) If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB	none	* 30 minutes	RROS Head
	6) If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief	none	1 hour	DRRS / RROS Head
	7) Division Chief reviews all documents; provide recommendation; initial pertinent documents; and endorse to the ARDO. If documents are not in order, return to Agency Action (AA) #3.	none	1 hour	DRMD Chief
	8) Review all documents and provide recommendations; sign RIS/IF and initial on other pertinent documents. If documents are not in order, return to AA #7	none	1 hour	Assistant Regional Director for Operations (ARDO)
	9) If documents are in order, endorse to the RD for approval / disapproval	none	1 hour	Regional Director (RD)
2) Receive letter of approved request on the release of goods to LGUs	0) Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods	none	1 hour	DRMD Chief
3) Receive requested goods through hauling or delivery	1) Coordinate with concerned LGUs for release of goods through delivery or hauling, and facilitate the following: a) coordination on the schedule of delivery / hauling of goods from DSWD warehouse to LGU; b) Facilitate preparation and signature of Delivery Receipt by RROS Head; and c) Facilitate release of goods to LGUs and ensure signed	none	2 hours	DRRS/RROS Head / Staff  RROS Head / Staff  RROS / DRRS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	receipts of RIS/IF and Delivery Receipt by receiving LGUs			
4) Fill up Client Satisfaction Measurement Form (CSMF)	2) Conduct survey on Client Satisfaction thru release of CSMF to recipient LGUs	none	30 minutes	RROS / DRRS Staff
	13) Report on the release of FNIs thru submission of any of the following – * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC	none	1 hour	RROS / DRMD Staff
5) Submit signed Relief Distribution Sheet	4) Gather all RDS submitted by the LGUs for liquidation and accountability purposes.	none	within 60 days after receipt of goods <i>(not included in the processing time)</i>	RROS / DRMD Staff
<b>TOTAL</b>		<b>NONE</b>	<b>11 HOURS, 15 MINUTES</b>	

## 2. Processing of FNI Augmentation Request from DSWD Field Offices

The purpose of this process is to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure is a sub-process of DSWD-DRMG-SOP-001A, particularly the Procedure #5 on row 4 of page 4 which states: “Request for Augmentation of FNI Resources from OUSDRMG”. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD Disaster Response Management Bureau (DRMB)
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DSWD Field Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FO Request Letter addressed to OUSDRMG attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence requested FNIs, delivery site and delivery date		c/o the Concerned DSWD FO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date	1) Receive and log the FO request for FNI augmentation received from Records Division / through email / OUSDRMG / Office of DRMB Director; endorse to DROMD for appropriate action	none	15 minutes	DRMB Admin Staff
	2) Endorse to DROMD for appropriate action			
	3) Receive by DROMD Chief and endorse to FNI Section for appropriate action	none	15 minutes	DROMD Chief
	4) Desk Review / Assessment and Validation of Request: Section Head / Staff to validate request through FO Focal or through review of any report if available, such as: a) latest DROMIC Report b) latest NDRRMC Situational Report c) RDANA Report d) DSWD Predictive Analytics	none	1 ½ hours	DROMD – FNI Section Head / Technical Staff
	5) Validate FNI Inventory through Online Database 6) Coordinate with NRLMB (NROC/VDRC) Focal Person on availability of FNI Resources 7) Prepare Assessment Report to be signed by the FNI / Section Head	none	30 minutes	DROMD – FNI Section Head / Technical Staff

	8) If FNIs are not available, prepare communication letter or email to concerned FO on unavailability of FNI resources	none	30 minutes	DROMD – FNI Section Head / Technical Staff
	9) Review and initial pertinent documents and endorse to DRMB Director for approval	none	20 minutes	DROMD Chief
	0) DRMB Director to sign communication letter	none	20 minutes	DRMB Director
	1) Log, scan to email, and send communication letter to RAMD for mailing to requesting FO	none	20 minutes	DRMB Admin
	2) If FNIs are available, prepare RIS/IF and endorse to DROMD Chief 3) Review and initial RIS/IF 4) Sign RIS/IF	none	30 minutes	<ul style="list-style-type: none"> <li>• DROMD – FNI Section Head / Technical Staff</li> <li>• DROMD Chief</li> <li>• DRMB Director</li> </ul>
	5) Forward signed RIS to NRLMB for processing and approval: log, email or send communication letter to NRLMB	none	30 minutes	DRMB Admin
<b>TOTAL</b>		<b>NONE</b>	<b>5 HOURS</b>	

### 3. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices

The purpose of this process is to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure is a continuation process of DSWD-DRMG-SOP-001B undertaken after Issuance of Request for Issuance Slip (RIS) from the Disaster Response Management Bureau

(DRMB); facilitation of the National Resource and Logistics Management Bureau (NRLMB); up to the delivery and acceptance of FNIs by the DSWD FOs, for continuation of their DSWD-DRMG-SOP-001A, Procedure #6. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD National Resource and Logistics Management Bureau (NRLMB)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DSWD Field Offices, through the Disaster Response Management Bureau			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Approved RIS/IF</li> <li>• FO Request</li> <li>• Copy of FNI Inventory through online database</li> <li>• Assessment Report from DRMB-DROMD</li> </ul>		DRMB - DROMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
) FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB; and DRMB to send signed RIS/IF to NRLMB	1) Receive signed RIS/IF from DRMB: log the approved RIS/IF received from DRMB and/or thru email	none	15 minutes	NRLMB Admin Staff
	2) Endorse approved RIS/IF to the Office of the Director			
	3) NRLMB Director to provide instruction to NROC/VDRC Chief	none	20 minutes	NRLMB Admin
	4) Endorse to NROC / VDRC Division Chief (DC) for appropriate action			
	5) NROC / VDRC Division Chief to provide instructions to the Resource and Logistics Section	none	20 minutes	NROC / VDRC Division Chief
	6) Coordinate with FO on hauling or delivery of goods from NROC / VDRC to FO warehouse	none	1 hour	NROC / VDRC Logistics Section Head / Staff
	7) Check on availability of contracted Transport Service or DSWD Trucks			
	8) If transport is not available, coordinate with N/RDRMC	none	1 hour	NROC / VDRC Logistics

	or other partners for logistical support			Section Head / Staff
	9) Prepare communication letter or email to identified NDRRMC / Logistics Partners for logistical support	none	30 minutes	NROC / VDRC Logistics Section Head / Staff
	0) Endorse to NROC / VDRC Chief for review and initial	none	10 minutes	NROC / VDRC Division Chief
	1) Endorse to NRLMB Director for approval: sign communication letter on request for logistics augmentation (Letter / Notice to Contracted Transport Service Provider)	none	10 minutes	NRLMB Director
	2) Log, scan to email, and send communication letter; mail to Contracted Transport Service Provider, if necessary	none	10 minutes	NRLMB Admin
	3) <b>If transport is available</b> , mobilize transport service and provide escorts for the delivery of goods: prepare Travel Authority / SO of identified escort for transport of goods 4) Prepare required documents for signature of the receiving FO	none	20 minutes	NROC / VDRC Logistics Section Head / Staff
	5) Loading and release of FNIs from NROC / VDRC warehouse: facilitate and monitor loading of goods to transport vehicles / assets 6) Monitor / document releases of goods from warehouse	none	1 ½ hours	NROC / VDRC Logistics Section
	7) Prepare Delivery Receipt and Issuance Receipt signed by LMD Division Chief / LMS Head and approved by NRLMB Director / DRC Head	none	30 minutes	NROC / VDRC Logistics Section / Head
	8) Deliver goods and ensure proper acknowledgement of RIS/IF by requesting FO (revert to DSWD-DRMG-SOP-001A, Procedure #6 for continuation of FO Augmentation Procedures to LGUs)	none	20 minutes	NROC / VDRC Logistics Section / Escort



) Fill up Client Satisfaction Measurement Form (CSMF)	9) Conduct survey on Client Satisfaction thru release of CSMF to requesting FOs	none	30 minutes	NROC / VDRC Logistics Section / Escort
	10) Preparation of Feedback Report on completed RIS to OUSDRMG: prepare, review, vet and initial Feedback Report on completed RIS/IF / Summary of FNI Releases for vetting and approval of the NRLMB Director	none	30 minutes	NROC / VDRC Chief / Logistics Section Head
	1) Approval of the NRLMB Director on the Feedback Report on completed RIS/IF / Summary of FNI Releases	none	15 minutes	NRLMB Director
	2) Transmittal of Feedback report: log, email or send report to OUSDRMG			NRMLB Admin
<b>TOTAL</b>		<b>NONE</b>	<b>7 Hours &amp; 50 MINUTES</b>	

## **FINANCE AND MANAGEMENT SERVICE (FMS)**

### **FRONTLINE (EXTERNAL) SERVICES**

## 1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

<b>Office or Division:</b>	Accounting Division – Regular Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Processing of Certificate of Donations
<b>Who may avail:</b>	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)	<p>1.1 The Donor may download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizen-s-charter/">https://www.dswd.gov.ph/about-us-2/citizen-s-charter/</a> form is located under General Administration and Support Services Group, select Request form for Certificate of Donation;</p> <p>-or-</p> <p>1.2 Personally visit the Accounting Office to fill-up and submit the request form.</p> <p><b>Schedule of request:</b> Monday – Friday, 9:00 AM – 5:00 PM</p> <p><b>Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.</b></p>
Electronic or hard copy of the supporting documents:	Requesting Party/Donor

<p>A. Donor must submit:</p> <ol style="list-style-type: none"> <li>1. Filled up request form;</li> <li>1. Signed and Notarized Deed of Donation;</li> <li>2. Official receipt for cash donations; or</li> <li>3. Acknowledgement receipt <b>and</b> delivery receipt for Donations in Kind.</li> </ol> <p>B. Authorized representative must submit:</p> <ol style="list-style-type: none"> <li>1. Filled up request form and above mention requirements;</li> <li>2. Authorization letter from the donor;</li> <li>3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)</li> </ol>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The Donor may download and print the request form (DSWD-FMS-GF-002) from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> (the form is located under General Administration and Support Services Group, select Request Form for Certificate of Donation);	None	None	5 minutes-walk-in/email	Donor
-or- 1.2 Personally visit the Accounting Office to fill-up and submit the request form	Accounting Office shall issue the request form	None		Accounting Staff
2.1 Scan the filled-up form and email together with the supporting documents to <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> ;	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.	None	5 minutes-walk-in/email	Accounting Staff
-or- Personally submit the filled-up form together with the supporting documents to Accounting Office.	For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting			

	documents  Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.  Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative	None	6 minutes walk-in/email   Schedule: Six (6) days and seven (7) hours	Accounting Staff
4. Present the following: 4.1 Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents. 4.2 <i>The Authorized representative must present the following: Above mention supporting documents</i> Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies	None	10 minutes	Accounting Staff

5. Accept the requested certificate and sign the logbook for acknowledgement	The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.	None	2 minutes	Accounting Staff
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	Accounting Staff
<b>TOTAL :</b>		<b>None</b>	<b>6 days, 7 hours and 30 minutes</b>	

## 2. Processing of Request for Accounting Certification of Former DSWD Employees

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

<b>Office or Division:</b>	Accounting Division – Regular Program		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Processing of Request for Accounting Certification of Former DSWD Employees		
<b>Who may avail:</b>	Former employees of the Department; or His/Her authorized representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)		1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-c">https://www.dswd.gov.ph/about-us-2/citizens-c</a>	

	<p><a href="#">harter/</a>___(form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);</p> <p>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p> <p>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</p> <p><b>Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.</b></p>			
<p>2. Supporting documents:</p> <p>A. Former DSWD employee must submit:</p> <ul style="list-style-type: none"><li>• Filled-up request form;</li><li>• Photocopy of the former employee government-issued ID (1 copy)</li></ul> <p>B. Authorized representative must submit:</p> <ul style="list-style-type: none"><li>• Filled-up request form;</li><li>• Authorization letter for the representative, if claimed by person other than the former employee;</li><li>• Photocopy of the former employee government-issued ID and the authorized representative (1 copy)</li></ul> <p>C. Upon claiming of the certification:</p> <ul style="list-style-type: none"><li>• Claim Stub or Printed Email Acknowledgement Receipt must be presented;</li><li>• Identification card (ID) of the former employee or authorized representative;</li><li>• Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID</li></ul>	<p>Former DSWD employees of the Department; or His/Her authorized representative</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The former DSWD employee or his/ her authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via <a href="https://www.dswd.gov.ph/Download">https://www.dswd.gov.ph/Download</a> (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);</p> <p>-or-</p> <p>Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>	<p>None</p> <p><b>Accounting Certifications</b></p> <p>1. Cost of Service (COS) worker:</p> <ul style="list-style-type: none"> <li>• Last Cost of Services Processed;</li> </ul> <p>2. Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> <li>• Last Salary Processed;</li> <li>• Pag-IBIG Loan Amortization Withheld and Remittances;</li> <li>• GSIS Loan Amortization Withheld and Remittances</li> <li>• Philhealth Contribution and Remittances (maximum of one year)</li> </ul>	<p>None</p>	<p>5 minutes</p>	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>
<p>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address (<a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a>) or (<a href="mailto:fo@dswd.gov.ph">fo@dswd.gov.ph</a> for Field Offices)</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure</p>	<p>None</p>	<p>10 minutes</p>	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>



Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.	the completeness of the request form and required supporting documents.  <b>Note:</b> <b>Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</b>			
3. Wait for the <b>acknowledgement receipt</b> through email or ask for the <b>claim stub</b> for walk-in requests with schedule to claim the certificate	The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.  The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in	None	15 minutes walk-in/ email	Accounting staff
	Preparation of Certificate for Accounting Certification for former DSWD Employees: The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification	None	6 days and 35 minutes	Accounting, Cash and HR-PAD Staff

	of Former DSWD-Employees. The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.			
4. Present the following: • Former DSWD Employees: • Claim stub or Printed Email • Acknowledgement Receipt  <i>The Authorized representative must present the following:</i>  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government-issued ID (1 copy)	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies	None	15 minutes	Accounting Staff
5. Accept the requested certificate and sign the logbook for acknowledgement	The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.	None	5 minutes	Accounting Staff
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the	None	2 minutes	Accounting Staff

	requesting party for the service provided.			
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 1 hour and 27 minutes</b>	

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)**

## **FRONTLINE (EXTERNAL) SERVICES**

- 1. Issuance of Service Record to Separated Officials and Employees**

The Service Record (SR) is being issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAD <b>together with complete supporting documents.</b>	1. Receive the complete documents submitted	none	10 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i>
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	<b>PAD Focal Person</b> <i>CO &amp; FOs Personnel Transactions Section</i>
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none		<b>PAD Focal Person</b> <i>CO &amp; FOs Personnel Transactions Section</i>
	2.3. Review and Sign/initial the SR	none	2 hours	<b>Section Head or Personnel Officer</b> <i>CO &amp; FOs Personnel Transactions Section</i>

			(depending on the availability of signatories)	<b>OIC/Chief Admin. Officer</b> <i>Personnel Admin. Division</i>
<b>3.</b> Inform PAD on method of receiving the duly-signed SR.	<b>3.</b> Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	10 minutes	<b>PAD Focal Person</b> <i>CO &amp; FOs Personnel Transactions Section</i>
<b>4.1.</b> If the SR is to be sent via courier service, wait until the parcel is sent to given address.	<b>4.1.1.</b> Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	none	<b>20</b> minutes	
	<b>4.1.2.</b> Review and Sign/Initial the transmittal letter	none	1 hour	
	<b>4.1.3.</b> Encode tracking details in the e-DTMS	none	5 minutes	
	<b>4.1.4.</b> Forward the document to the AS-RAMD for courier service	none	5 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i> <b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i> <b>Incoming / Outgoing Clerk</b> <i>AS-RAMD</i>
<b>4.2.</b> If the SR is for pick-up, proceed to PAD and get the requested document.	<b>4.2.1.</b> Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i>
<b>TOTAL:</b>		<b>none</b>	<b>3 Days</b>	<i>May be extended depending on the volume of transactions handled</i>

## 2. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The CO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated Officials and employees if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAD and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal or e-mail request		PAD Receiving Area		
Letter of Separation and its Acceptance		Client		
Special Power of Attorney (If authorized representative)		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well for courier purpose) and submit to PAD, <b>together with complete supporting documents</b>	1. Receive the documents submitted	none	10 minutes	<b>Incoming / Outgoing Clerk</b> PAD Receiving Area
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the CO Clearance Certificate on file.	none	2 days, 6 hours (may take longer hours depending on the period of retrieving the files)	<b>PAD Focal Person</b> Leave Administration Section
	2.2. If there is an extra original copy of the CO Clearance	none		<b>PAD Focal Person</b>

	Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.			<i>Leave Administration Section</i>
	<b>2.3.</b> Sign the photocopied CO Clearance Certificate as to the "Certified True Copy"	none		<b>Section Head</b> <i>Leave Administration Section</i> Or <b>OIC/Chief Admin. Officer</b> <i>Personnel Admin. Division</i>
<b>3.</b> Inform PAD of preferred method of receiving the original/CTC copy of the CO Clearance Certificate	<b>3.</b> Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	none	10 minutes	<b>PAD Focal Person</b> <i>Leave Administration Section</i>
<b>4.</b> If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	<b>4.1.</b> Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment	none	30 minutes	<b>PAD Focal Person</b> <i>Leave Administration Section</i>
	<b>4.2.</b> Review and Sign/initial the transmittal letter	none	1 hour	<b>Section Head or Personnel Officer</b> <i>Leave Administration Section</i> <b>OIC/Chief Admin. Officer</b>



				<i>Personnel Admin. Division</i>
	<b>4.3.</b> Encode tracking details in the e-DTMS	none	5 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i>
	<b>4.4.</b> Forward the document to the AS-RAMD for courier service	none	5 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i> <b>Incoming / Outgoing Clerk</b> <i>AS-RAMD</i>
<b>TOTAL:</b>		<b>none</b>	<b>3 days</b>	<i>May be extended depending on the volume of transactions handled</i>

### 3. Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers

The COE is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well for courier purposes, if needed) and submit to PAD, <b>together</b>	1. Receive the complete documents submitted	none	10 minutes	<b>Incoming / Outgoing Clerk</b> <i>PAD Receiving Area</i>

with complete supporting documents.				
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	none	2 days, 4 hours (may take longer hours depending on the period of retrieving files, needed)	<b>PAD Focal Person</b>  CO & FOs Personnel Transactions Section
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the COE	none	2 hours	<b>Section Head or Personnel Officer</b> CO & FOs Personnel Transactions Section <b>OIC/Chief Admin. Officer</b> Personnel Admin. Division
3. Inform PAD of preferred method of receiving the duly signed COE	3. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)	none	10 minutes	<b>PAD Focal Person</b>  CO & FOs Personnel Transactions Section
If COE is to be sent via courier service, wait until the parcel is sent to given address.	3.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	20 minutes	
	3.2 Review and Sign/Initial the transmittal letter	none	1 Hour	
	3.2.1 Encode tracking details in the e-DTMS	none	5 minutes	<b>Incoming / Outgoing Clerk</b> PAD Receiving Area

	<b>3.2.2</b> Forward the document to the AS-RAMD for courier service	none	5 minutes	<i>Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD</i>
<b>3.3</b> If COE is for pick-up, proceed to PAD and get the requested document.	<b>3.3.1</b> Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<i>Incoming / Outgoing Clerk PAD Receiving Area</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	<i>May be extended depending on the volume of transactions handled</i>

#### 4. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request	1. Receive the complete documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAD Receiving Area

<sup>1</sup> Electronic Leave Administration and Recording System

duly-signed Certificate.	pick-up or for courier service (either through chat, e-mail or phone call)			Leave Administration Section
3. Inform PAD of preferred method of receiving the duly-signed Certificate.	<p>3.1 Ensure that the CLWOP/CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.</p> <p>3.2 Inform the client that the CLWOP/CNLWOP is ready for releasing via email/SMS/call/chat</p> <p>3.3 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p>If through courier service, proceed to step 12.</p> <p>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 13.</p>	none	5 minutes	<p><b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS</p> <p><b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS</p> <p><b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS</p> <p>Client</p> <p>Client</p>
4. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	<p>4.1 <b>Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.</b></p> <p>4.2 <b>The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</b></p> <p>4.3 <b>Certifying Authority shall sign the transmittal letter.</b></p> <p>4.4 <b>Encode tracking details in the applicable document tracking system used by the office or through logs.</b></p> <p>4.5 <b>Forward the document to the Records and Archives Management Division/Section for courier service.</b></p>	none	1 hour and 5 minutes	<p><b>Outgoing Clerk or Email Custodian</b> PAD</p> <p><b>Focal Person</b> LAS</p> <p><b>Certifying Authority</b> PAD</p> <p><b>Outgoing Clerk</b> PAD</p> <p><b>Outgoing Clerk</b> PAD</p> <p><b>Focal Person</b></p>

	(The CSMF will be followed-up within 3 working days upon receipt of the document.)			LAS
5. If the Certificate is for pick-up, proceed to PAD and get the requested document.	5.1 If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	<b>Focal Person</b> LAS
<b>TOTAL:</b>		<b>none</b>	<b>7 days</b> May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger	

**KAPIT-BISIG LABAN SA KAHIRAPAN  
COMPREHENSIVE AND INTEGRATED  
DELIVERY OF SOCIAL SERVICES  
NATIONAL COMMUNITY-DRIVEN  
DEVELOPMENT PROGRAM  
(KALAHI-CIDSS NCDDP)**

## FRONTLINE (EXTERNAL) SERVICES

### 1. Eligibility Assessment for the Balik Probinsya, Bagong Pag-asa Program

The Balik Probinsya, Bagong Pag Asa Program conducts an eligibility assessment of the endorsed list of applicants. Eligible families are provided with the assistance package as part of their integration into their respective provinces.

<b>Office or Division:</b>	Balik Probinsya, Bagong Pag Asa				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	<p>Low-Income Families who will opt to move out of urban poor communities and return to or relocate to other provinces due to but not limited to the following circumstances:</p> <ul style="list-style-type: none"> <li>• Affected by government projects and activities;</li> <li>• Eviction and demolitions allowed by the law;</li> <li>• Families living on the street and/or living in unsafe dwelling places;</li> <li>• Affected by human-induced and/or natural hazards or disasters, including health hazards;</li> <li>• Affected by loss of job and/or income opportunities;</li> <li>• Disadvantaged, vulnerable, and/or marginalized individuals or families;</li> <li>• Other situations are deemed acceptable and valid based on the assessment of the Social Worker.</li> </ul>				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program</td><td>Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.				

One (1) Copy of the Birth Certificate of the Traveling Minors ( <i>Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable</i> )		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. a. Applicant accomplishes the application through the <i>balikprobinsya.ph</i> registration portal.	1. a. The National Housing Authority (NHA) is the agency in charge of the processing of all online application through the Balik Probinsya portal	N/A	N/A	National Housing Authority
1. b. Walk-in applicants proceed to the KALAHI CIDSS office to accomplish the application.	1.b.1 Provide forms to be filled up by the applicant and/or facilitate the online registration in the <i>balikprobinsya.ph</i> portal	None	30 Minutes	Social Welfare Officer II
2. Client undergoes eligibility assessment and waits for the results.  <b>Note:</b> The endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated before the actual eligibility assessment.	2.1 Receive and acknowledge the endorsed list of applicants from the NHA.	None	3 Minutes	Administrative Officer II
	2.2 Assign applicants to designated Social Workers.	None	10 Minutes	Social Welfare Officer III
	2.3 Conduct of eligibility assessment thru phone call.	None	1 Hour and 30 minutes	Social Welfare Officer II
	2.4 Preparation of Social Case Study Report.	None	2 Hours per eligible family	Social Welfare Officer II
	2.5 Conduct of assessment using the Unified Livelihood Assessment Tool.	None	1 Hour per eligible family	Social Welfare Officer II
	2.6 Review and approval of Social Case Study Report	None	2 hours per eligible family	Social Welfare Officer III  Division Chief/Deputy National Program Manager
	2.7 Consolidate List of Applicants who are not eligible to the BP2 Program for Referral to other OBSUs and Agencies	None	20 minutes	Social Welfare Officer II
	2.8 Preparation of Endorsement Letter	None	20 minutes	Social Welfare Officer III
	2.9 Review, Approval and Endorsement of Letter to other OBSUs and Partner Agencies	None	20 minutes	Division Chief/Deputy National Program Manager/ Administrative Officer II
	2.10 Consolidate Assessment Result of Endorsed List of Applicants	None	1 hour and 30 minutes	Social Welfare Officer III



	2.11 Review and Approval of DSWD Assessment Results 2.11 a. If Approved proceed to Endorsement to NHA at Step 2,12 2.11 b. If Disapproved return to Step 2.6 for review of Social Welfare Officer III	None	20 minutes	<i>Division Chief / Deputy National Program Manager</i>
	Endorsement of approved assessment results to NHA for processing	None	2 hours	<i>Administrative Officer II</i>
<b>TOTAL</b>		<b>None</b>	<b>10 hours and 13 minutes</b>	
<b>Note:</b> Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.				

## LEGAL SERVICE (LS)

## FRONTLINE (EXTERNAL) SERVICES

## 1. Rendering Legal Opinion and Advice on Matters Brought by External Clients

This process covers rendering legal assistance, through legal advice or opinion, to external clients on matters concerning the DSWD's formal mandate and exercise of official powers and functions.

Rendering Legal Opinions and Advice Matters may serve on legal purpose to wit:

- a. Review of Contract;
- b. Review of Bills and IRR;
- c. Technical Assistance;
- d. Review of Guidelines;
- e. Provision of Legal Advice; and
- f. Provision of Legal Opinion

<b>Office or Division:</b> <i>Opisina o Sangay:</i>		Legal Assistance Division		
<b>Classification:</b> <i>Klasipikasyon:</i>		Highly Technical <i>Lubos na Panteknikal</i>		
<b>Type of Transaction:</b> <i>Uri ng Transaksyon:</i>		G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business		
<b>Who Can Use the Service:</b> <b>Mga Maaring Gumamit ng Serbisyo:</b>		Individual or Organization <b>Indibidwal o Organisasyon</b>		
<b>LISTAHAN NG MGA REQUIREMENTS/ HIHINGIN</b>		<b>SAAN KUKUNIN</b>		
1. Request Letter <i>Liham ng Kahilingan</i>		DSWD Central Office <i>Tanggapang Sentral ng DSWD</i>		
2. Answered Client Feedback Form <i>Sinagutang Client Feedback Form</i>				
<b>CLIENT STEPS</b> <i>Dapat gawin ng kliyente</i>	<b>AGENCY ACTION</b> <i>Aksiyon ng ahensya</i>	<b>FEES</b> <i>Bayad</i>	<b>PROCESSING TIME</b> <i>Tagal ng proseso</i>	<b>PERSON RESPONSIBLE</b> <i>Nakatalagang Yunit/Kawani</i>

	<p>1. Receives and screens the completeness of the documents and details of the client: name, address, contact details, electronic mail address</p> <p><b>1. Pagtanggap at pagsuri sa mga kumpletong dokumento at detalye ng kliyente: pangalan, tirahan, mga detalye ng contact, electronic mail address</b></p> <p>1.1. If the documents are complete, receive the request and stamp "RECEIVED" with date, time and name of the receiving officer. Proceed to step 1.3</p> <p><b>1.1. Kung kumpleto na ang mga dokumento, tanggapin ang kahilingan at lagyan ng selyo na "RECEIVED" na may petsa, oras at pangalan ng tumanggap na opisyal, pagkatapos ay itala sa EDTMS/Kasangkapan sa Pagsubaybay..</b></p> <p>1.2. If the documents are incomplete, return the request to the client and advise them to submit the complete documents.</p> <p><b>1.2. Kung hindi, ibalik ang kahilingan sa kliyente at payuhan silang isumite ang kumpletong mga dokumento.</b></p> <p>1.2.1 Stamp the request "RECEIVED" then write the date and time and name of the receiving officer.</p> <p><b>1.2.1 Ang AA-ID ay tatatakan ang kahilingan na " RECEIVED" pagkatapos ay isulat ang petsa at oras.</b></p> <p>1.3. Return the receiving copy to the requesting party/client.</p> <p><b>1.3. Ibabalik ang kopya sa humihiling na partido/kliyente.</b></p>	None <b>Wala</b>	10 minutes <b>10 minuto</b>	Administrative Aide IV
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	<p>1.4. Record the request in the EDTMS and Legal Case Portal monitoring tool, including the sender, subject, date, and time received.</p> <p><b>1.4. Itatala ang kahilingan sa EDTMS at Legal Case Portal na tool sa pagsubaybay, kasama ang nagpadala, paksa, petsa, at oras na natanggap.</b></p> <p>1.5. Scan/digitize the documents.</p> <p><b>1.5. Dapat i-scan/digitize ng ang mga dokumento.</b></p> <p>1.6 Forward the request via electronic mail to LS Director.</p> <p><b>1.6 Ipasa ang kahilingan sa pamamagitan ng electronic mail sa Direktor ng LS.</b></p>			
	<p>2. Assigns the request.</p> <p><b>2. Itinalaga ang kahilingan.</b></p> <p>2.1 Reads and assesses what is needed for the request.</p> <p><b>2.1 Binabasa at sinusuri kung ano ang kinakailangan para sa kahilingan.</b></p> <p>2.2 Assigns a Lawyer or Legal Assistant (LA) to act on the request, with further instruction, if any.</p> <p><b>2.2 Magtatalaga ng isang Abogado o LA upang umakasyon sa nasabing kahilingan.</b></p>	None <b>Wala</b>	Within the day (8hours) <b>8 Oras</b>	Lawyer or Legal Assistant
	<p>3. Lawyer or LA studies the request.</p> <p><b>3. Pinag-aaralan ng abogado o LA ang kahilingan.</b></p>	None <b>Wala</b>	Complex: up to 5 working days  Highly Technical: up	Lawyer/ Legal Assistant

	<p>3.1 Reads and studies the request.</p> <p><b>3.1 Pag-aaralan ang kahilingan.</b></p> <p>3.2 Follows the instructions given by the LS Director, if any.</p> <p><b>3.2. Susunod sa instruksyong ibinigay ng Direktor ng LS.</b></p> <p>3.3. Conducts research necessary for the request.</p> <p><b>3.3. Magsasagawa ng research patungkol sa kahilingan.</b></p> <p>3.3.1 Reviews pertinent laws and regulations.</p> <p><b>3.3.1 Sinusuri ang kaugnay na mga batas at regulasyon.</b></p> <p>3.3.2 Determines if further supporting documents from the requesting party are needed.</p> <p><b>3.3.2 Tukuyin kung may mga karagdagang dokumento ang kailangan mula sa taong humiling.</b></p>		<p>to 16 working days or more<sup>4</sup></p> <p><b>Kumplikado: 5 araw, o Highly Technical: 16 araw o higit pa</b></p>	
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<sup>4</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

**Sa pagsasagawa, ang Serbisyong Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."**

	<p>3.3.3 Asks the client for further documents, either by sending a letter or verbal request.<sup>2</sup></p> <p><b>3.3.3 Hihilingin sa kliyente ang karagdagang dokumento sa pamamagitan ng pagpapadala ng liham o verbal request.</b></p> <p>3.3.3.1 Lawyer or LA informs the AA for Request Monitoring on the request for additional documents.</p> <p><b>3.3.3.1 Sasabihan ang AA upang imonitor ang kahilingan para sa karagdagang dokumento.</b></p> <p>3.3.3.2. Upon receipt of the requested documents, Lawyer or LA reviews the additional documents.</p> <p><b>3.3.3.2 Sa pagtanggap ng hiniling na mga dokumento, sinusuri ng Abogado o LA ang mga karagdagang dokumento.</b></p> <p>3.3.3.3. If the requested documents are NOT received after a reasonable time, the Lawyer or LA returns the documents to the requesting party through a letter.</p> <p><b>3.3.3.3. Kung HINDI natanggap ang hiniling na mga dokumento pagkatapos ng makatwirang panahon, ibabalik ng Abogado o LA ang mga</b></p>		<p>8 hours <b>8 oras</b></p>	
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<sup>2</sup> Requesting additional documents to the clients will interrupt the turnaround time in accomplishing the request for legal opinion or advice.

**Ang paghiling ng mga karagdagang dokumento sa mga kliyente ay makakaabala sa kabuuang oras ng pagsasagawa ng kahilingan para sa legal na opinyon o payo.**

	<p><b><i>dokumento sa humihiling na partido sa pamamagitan ng isang sulat.</i></b></p> <p>3.4 Lawyer or LA formulates the legal opinion, advice or assistance sought.</p> <p><b><i>3.4 Ang Abogado o LA ay babalangkas ng legal na opinyon, payo o tulong na hinahangad.</i></b></p> <p>3.5 If necessary, Lawyer or LA endorses the request to appropriate OBSU and/or input from other OBSUs may be requested.<sup>3</sup></p> <p><b><i>3.5 Kung kinakailangan, ineendorso ng Abogado o LA ang kahilingan sa naaangkop na OBSU at/o maaaring hilingin ang input mula sa iba pang OBSUs.</i></b></p> <p>3.5.1. Lawyer or LA drafts the appropriate response document (e.g., reply letter/ endorsement letter).</p> <p><b><i>3.5.1 Ang abogado o LA ay babalangkas ng naaangkop na dokumento ng pagtugon (hal., sulat ng tugon/ liham ng pag-endorso).</i></b></p> <p>3.6 Lawyer or LA submits the draft legal opinion/advice or assistance to LS Director.</p> <p><b><i>3.6 Aaprubahan at pipirmahan ng LS Direktor ang huling balangkas na tugon.</i></b></p> <p>Lawyer or LA shall update the Legal Case Portal monitoring tool.</p>			Lawyer/ Legal Assistant
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<sup>3</sup> OBSUs may treat the LS request according to their processing time, based on EODB Law.

***Maaaring ituring ng mga OBSU ang kahilingan ng LS ayon sa kanilang oras ng pagproseso, batay sa EODB Law.***

	<b><i>Dapat i-update ng abogado o Legal Assistant ang tool sa pagsubaybay sa Legal Case Portal.</i></b>			
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	4. Reviews the draft.  <b>4. Sinusuri ang draft.</b>  4.1 If the draft is <b>not</b> acceptable, LS Director approves and signs the draft response. Proceed to step 5.  <b>4.1 Provide Tagalog translation</b>  4.2 If the draft needs further revision, LS Director either returns the draft to the Lawyer with additional instruction or revises the draft himself.  <b>4.2 Kung hindi katanggap-tanggap ang draft, ibabalik ng Direktor ng LS ang draft sa</b>	None <b>Wala</b>	Complex: up to 2 working days  Highly Technical: up to 4 working days or more <sup>5</sup>  <b>Kumplikado: 2 araw, o Highly Technical: 4 araw</b>	LS Director /Lawyer

<sup>5</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

*Sa pagsasagawa, ang Serbisyong Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."*

	<p><b>Abogado, na may karagdagang mga tagubilin, o siya mismo ang magrebisa ng draft.</b></p> <p>4.2.1 Lawyer reviews the request, once more, in accordance with Step 3.</p> <p><b>4.2.1 Sinusuri ng abogado ang kahilingan, muli, alinsunod sa Hakbang 3.</b></p> <p>4.1.2 Lawyer submits the revised draft legal opinion/advice or assistance to LS Director (Step 4).</p> <p><b>4.1.2 Aaprubahan at pipirmahan ng LS Direktor ang huling balangkas na tugon.</b></p>			
	<p>5. LS Director gives the signed response letter to the Administrative Staff for release to the requesting party through the RAMD and/or electronic email.</p> <p><b>5. Ibibigay ng Direktor ng LS ang nilagdaang dokumento ng pagtugon sa Administrative staff upang ipadala sa humiling at ilalabas ito sa pamamagitan ng RAMD o email.</b></p> <p>Release through RAMD:</p> <p><b>Ilabas sa pamamagitan ng RAMD:</b></p> <p>5.1 AA shall attach Client Satisfaction Measurement Form (CSMF) to the response letter.</p> <p><b>Provide Tagalog translation</b></p>	<p>None <b>Wala</b></p>	<p>10 minutes <b>10 minuto</b></p>	<p>LS Director</p>

	<p><b>5.1. Dapat ilakip ng AA ang Client Satisfaction Measurement Form<sup>6</sup> (CSMF) sa sulat ng tugon.</b></p> <p>5.2 AA encodes the document in the EDTMS and route to the RAMD (for external clients only <b>with email</b>).</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.2. Ie-encode ng AA ang dokumento sa EDTMS at iruruta sa RAMD (para sa mga panlabas na kliyente lamang).</b></p> <p>5.3 AA delivers the response letter to the RAMD for release to the requesting party.</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.3 Ihahatid ng AA ang sulat ng tugon sa RAMD para ipadala sa humihiling na partido.</b></p> <p>5.4 The AA logs/updates the document in the LS monitoring tool and Legal Case Portal.</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.4 Ang AA ay nagla-log/nag-a-update ng dokumento sa LS monitoring tool at Legal Case Portal.</b></p> <p>5.5 The AA scans/digitizes the document for digital filing and provides Administrative Assistant (ADAS) a copy of the digital file.</p> <p><b>Provide Tagalog translation</b></p>			
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<sup>6</sup> DSWD-QMS-GF-005. For the consolidation, data gathering, analysis, evaluation and reporting of accomplished CSMF, DSWD-QMS-SOP-001 shall apply.

**DSWD-QMS-GF-005. Para sa pagsasama-sama, pangangalap ng datos, pagsusuri, at pag-uulat ng natapos na CSMF, dapat ilapat ang DSWD-QMS-SOP-001.**

	<p><b>5.5 Ang AA ay nag-scan/nagdi-digitize ng dokumento para sa digital filing at bibigyan ang Administrative Assistant (ADAS) ng kopya ng digital file.</b></p> <p>5.6 AA files/stores the digital file and hard copy of the receiving documents.</p> <p><b>5.6.If file/imbak ng AA ang digital file at hard copy ng mga dokumentong may pagtanggap.</b></p> <p>Release through electronic mail, If applicable:</p> <p><b>Provide Tagalog translation</b>  <b>Ipalabas sa pamamagitan ng electronic mail, Kung naaangkop:</b></p> <p>5.7 ADAS sends the scanned copy of the response letter to the requesting party using the LS official email.</p> <p>The link for the CSMF shall be included in the email communication.</p> <p><b>Provide Tagalog translation</b>  <b>5.7 Ipapadala ng ADAS ang na-scan na kopya ng sulat ng tugon sa humihiling na partido gamit ang opisyal na email ng LS.</b></p> <p><b>Ang link para sa CSMF ay dapat isama sa komunikasyon sa email.</b></p>			
Total Processing Time: <b>Kabuuang Oras ng Pagproseso:</b>		Complex: up to 7 working days		

	Highly Technical: up to 20 working days or more <sup>7</sup> Kumplikado: hanggang 7 araw ng trabaho Highly Technical: hanggang 20 working days o higit pa
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## NATIONAL HOUSEHOLD TARGETTING OFFICE (NHTO)

### FRONTLINE (EXTERNAL) SERVICES

<sup>7</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

*Sa pagsasagawa, ang Serbisyonang Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."*

## 1. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status

<b>Office or Division:</b>		National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		All walk-in clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)		1. Provided by the Client 2. Grievance Officer (GO) – NHTO / NHTS.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Valid Identification Card / Proof of Identity	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <li><i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. End of process</li> </ul> <i>Valid</i> – Provide the name matching form upon	None	30 minutes	<i>Grievance Officer</i>

1.1 Fill-out the name matching form	confirming the validity of the request and proceed for processing the name matching			
2. Receive the Name Matching result	Explain the result of Name Matching		5 minutes	<i>Grievance Officer</i>
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	5 minutes	<i>Grievance Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## 2. Data Sharing - Name Matching Request

Provision of data corresponding the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.

<b>Office or Division:</b>	National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)		
<b>Classification:</b>	Complex, Highly Technical		
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)		
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of request (Indicate reason for name matching)		Provided by the Requesting Party	
2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"><li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li><li>• Birth Date (YYYY-MM-DD format)</li><li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li></ul>			
3. Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP)			

4. Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP 5. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing 6. Original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)  <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1. Receive the request 1.1. Record the request in the DSWD EDTMS / any other tracking system Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Administrative Assistant (AA)</i>
	1.2 Provide instruction to facilitate/review the request 1.3 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>NHTO Director / Regional Director</i>
	1.4 Provide recommendations on the request  Endorse to the assigned Project Development Officer (PDO) to	None	1 hour	<i>NHTO-OD Chief / PPD Chief</i>



	inform the client on the status of their request			
	1.5 Status of the approval / disapproval of the data request based on the DSWD MC 15, s.2021. <ul style="list-style-type: none"> <li>Disapproved – Sign the letter of disapproval and endorse to the client. End of process.</li> <li>Approved – Notify and provide the DSA and documentary requirements to the client</li> </ul>	None	1 hour	<i>NHTO Director/ Regional Director / Administrative Unit (AU)</i>  <i>NHTO-PDO / NHTS-Regional Field Coordinator (RFC)</i>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the DSA submitted by the client <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> <li>Compliant:             <ul style="list-style-type: none"> <li>Sign the DSA and endorse to the DPO and the Office of the Secretary for signature</li> </ul> </li> </ul> Endorse the signed DSA to Information Technology Division (ITD) for processing	None	2 hours	<i>NHTO-PDO / NHTS-RFC</i>  <i>OD / IT Chief / AU</i>  <i>AU</i>
	2.2 Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client about the findings via email.</li> </ul> Compliant – Process the request within the set deadline depending on the volume or number of names to be matched	None	1 hour  1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days	<i>ITO – Database Management Section (DMS) / NHTS</i>  <i>ITO – NHTO / NHTS</i>

			(50,001 – 400,000)	
			20 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	Secure the data by adding a password to the file 3.1 Prepare the Data Release Form (DRF) 3.2 Draft the response memorandum 3.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive 3.4 Sign the DRF Endorse the finalized documents to NHTO Director / PPD Chief	None	3 hours	ITO – DMS / NHTS
	3.5 Sign the memorandum and endorse to AU / AA for releasing	None	1 hour	IT Chief / NHTS – RFC / ITO NHTO Director/ Regional Director
4. Receive the documents	Track the documents in the EDTMS / any other tracking system 4.1 Scan a copy of the documents for record keeping Release the document to the client	None	minutes	AA
5. Fill-out the Satisfactory Measurement Survey (CSMS)	Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	ITO – DMS / NHTS
<b>TOTAL:</b> <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	<b>Minimum – 2 days, 3 hours, 45 minutes</b> <b>Maximum – 21 days, 3 hours and 45 minutes</b>	

### 3. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

<b>Office or Division</b>	National Household Targeting Office/ National Household Targeting System	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C),	
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs), Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)</li> <li>2. Accomplished Data Sharing Agreement (DSA)</li> <li>3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO)</li> <li>4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches</li> <li>5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed</li> <li>6. Hardware and Security Component with supporting images and specifications</li> <li>7. Documentation of physical security measures in place</li> <li>8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</li> <li>9. Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</li> <li>10. Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)</li> </ol> <p><i>For Local Government Unit (LGU):</i></p>		Provided by the Requesting Party

<ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD. The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/NHTS.	1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward the request to the Director for approval.	None	15 minutes	<i>Administrative Assistant III</i>
	2. Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>NHTO Director/ Regional Director</i>
	3. Input comments and endorse it to the Project Development Officer (PDO).	None	3 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	4. Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.  If approved- the orientation will be scheduled including the preparation of the	None	2 hours	<i>Project Development Officer</i>

	<p>other documentary requirements not included in the submission of letter of request.</p> <ul style="list-style-type: none"> <li>• If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End of process.</li> </ul>			
<p>5. Requesting Party will attend the scheduled orientation with the NHTO ACBS &amp; Inspection Team/ NHTS designated personnel &amp; Inspection Team.</p>	<p>5. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, and data sharing requirements.</p> <p>5.1. Issuance of Certificate of Orientation on the Data Privacy Act (DPA) of 2012</p> <p>5.2. Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p>	None	2 hours	<p><i>NHTO Advocacy and Capacity Building Section &amp; Inspection Team/ NHTS designated personnel &amp; Inspection Team</i></p>
<p>6. Submission of signed Data Sharing Agreement (DSA)–and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness</p>	<p>6. Review all documentary requirements including DSA submitted by the requesting party.</p> <p>6.1 Make a schedule with the requesting party on the conduct of virtual/physical inspection meeting</p>	None	2 hours	<p><i>NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team</i></p> <p><i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i></p>

7. Requesting party will present their IT facilities to the NHTO Inspection Team.	Virtual/physical Inspection of IT facilities of the requesting party  7.1. Issuance of Certifications (Physical and Technical Set-up Certification and Organizational Set-up Certification)	None	1 day	NHTO/NHTS IT Inspection Team
	7.2 . Certifications and documentary requirements will be attached to the accomplished DSA—and for endorsement by the NHTO Director/Regional Field Coordinator to the Department's/Regional DPO	None	2 hours	NHTO Director/ RFC
	7.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.	None	1 day	DSWD Data Protection Officer
	7.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	DSWD Secretary/ NHTS Regional Director
	7.5 Generate the requested data..	None	3 days	Information Technology Officer
	7.6 Review result of the data generation	None	1 day	NHTO QMS/ NHTS Information Technology Officer

	<p>7.8 Secure the data by adding password protection to the file.</p> <p>7.9 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>• Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>• Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul> <p>7.10 Counter sign in the DRF.</p> <p>7.11 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>	None	1 day	<i>NHTO Quality Management Section &amp; IT Division Chief/ NHTS Information Technology Officer</i>
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	7.12 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Administrative Assistant III</i>
8.0 Call NHTO/NHTS for retrieval of password upon receipt of the result.	8.1 Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>NHTO/NHTS Information Technology Officer</i>
<b>Total:</b> <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i>		None	10 days, 1 hour, and 35 minutes	

#### 4. Data Sharing - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

<b>Office or Division:</b>	NHTO – Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Request (specify purpose and data requested)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS	1. Receive and record the request in the document transaction/ tracking system.  1.1. Forward the request to the NHTO Director/ NHTS Chief.	None	30 minutes	<i>Administrative Assistant</i>



Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .				
	1.2. Review the merit of request based on MC 15 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / Policy and Plans Division (PPD).	None	5 hours	<i>NHTO Director/ Regional Director</i>
	1.3 Input comment/s then endorse to the OD - Statistics Section/ NHTS	None	1 hour	<i>Operations Division Chief/ PPD Chief</i>
	1.4 Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.	None	1 hour	<i>Statistics Section Head/ NHTS – RFC</i>
	1.5. If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ul style="list-style-type: none"> <li>a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.</li> <li>b. In case the requested data is not available in the <i>Listahanan</i> database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</li> </ul> </li> <li>• <b>Clear</b></li> </ul>	None	1 day	<i>Associate Statisticians</i>

	<p>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</p> <p>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</p> <p>1.6 Submit to the Statistics Section Head/ RFC.</p>			
	<p>1.7. Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> <li>• <b>Not accurate</b> – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> </ul> <p><b>Accurate</b> – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release.</p>	None	4 hours	<i>Statistics Section Head/RFC</i>
	1.8. Countersign response letter/ memorandum then endorse to the NHTO Director/ Regional Director for approval.	None	1 hour	<i>Operations Division Chief/ PPD Chief</i>
2.Receive the data requested	<p>2.1. Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> <li>• <b>Not approved</b> – Return the facilitated request to the NHTO Operations Division / NHTS for revision.</li> </ul>	None	5 hours	<i>NHTO Director/ Regional Director</i>

	<ul style="list-style-type: none"> <li><b>Approved</b> – Sign the response letter/ memorandum with the attached facilitated data request for release.</li> </ul>			
3. Receive the data requested and fill-out the CSMS form	3.1 Track and facilitate the release of the approved data request to the requesting party. 3.2 Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 9.2. Update and close transaction in the document/ tracking system.	None	30 minutes	<i>Administrative Assistant</i>
<b>Total:</b>		<b>None</b>	<b>3 days and 2 hours</b>	<b>30</b>

## **NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU (NRLMB)**

## FRONTLINE (EXTERNAL) SERVICES

### 1. Local In-Kind Donations Facilitations

Office or Division:	DSWD National Resource and Logistics Management Bureau			
Classification:				
Type of Transaction:				
Who may avail:	Individual Donors, Groups, Organizations, and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Detailed list of items for donation (to be provided by donor)				
2. Purpose of donation (to be indicated by donor)				
3. Donor information and contact details (to be provided by donor)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to designated donations facility	Lead donor to the designated officer	None	5 minutes	NROC Security Officer
2. Provide details of donation/s to the	Record the details provided by the Donor/s.	None	10 minutes	Donations Facilitation Officer

Donations Facilitation Officer/s, or the NROC Receiving Officer/s, with the following information:  a. Name of Donor/Organization b. Contact details c. List of item/s to donate including nominal value / expiry dates d. Purpose of Donation				/ NROC Receiving Officer
3. Present the donation/s to the assisting officer and stand witness to the full inspection.	Conduct visual inspection to determine whether to accept or reject the donation/s  Conduct expiry inspection to determine whether to accept or reject the donation/s	None	5 minutes  60 minutes	Donations Facilitation Officer / NROC Receiving Officer
4. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting Officer.	Record accepted items in the inventory and provide feedback form to the donor/s.  Issue Acknowledgement Receipt	None	15 minutes  10 minutes	Donations Facilitation Officer / NROC Receiving Officer
Total:		None	1 Hour and 45 minutes	

**PANTAWID PAMILYA PILIPINO  
PROGRAM  
(4PS)**

# FRONTLINE (EXTERNAL) SERVICES

## 1. Grievance Intake and Response

**Intake and response** refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may **accept** a grievance but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

<b>Office or Division:</b>	4Ps – Grievance Redress Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  Proof of grievance, if available  If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Officer-of-the-Day / Assigned Focal Person
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS). 3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker. For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance 3.3. Check the supporting documents provided, if available. 3.4. Assess all the data and information available and	None	20 mins	Officer-of-the-Day / Assigned Focal Person



	<p>discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p>			
4. Accomplish the client satisfaction measurement survey	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	Officer-of-the-Day / Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	<p>5.1 Dismiss the client gracefully.</p> <p>If the grievance has already been resolved proceed directly to step 7.2</p>	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	<p>6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. (If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional</p>	None	7 hours and 7 minutes	Officer-of-the-Day / Assigned Focal Person

	Grievance Officer to inform him/her.)			
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.	None	10 minutes	Assigned Focal Person
	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
<b>Total if grievance is resolved outright</b>		<b>None</b>	<b>33 minutes</b>	
<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>		<b>None</b>	<b>3 days</b>	
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

<b>Office or Division:</b>		4Ps – Planning, Monitoring, and Evaluation (PMED)		
		The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 hours	Project Evaluation Officer (PEO)/ Statistician at the National Program Management Office (NPMO) or Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program Management Office (RPMO)
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	
	1.2. Acknowledgement and assessment by the Planning, Monitoring and Evaluation Division (PMED) at the NPMO or Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.		1 day	PEO/ Statistician or Administrative Assistant
	1.2.1. If Primary Data, endorse the request to the concerned Office.			PEO/ Statistician or RMEO
	1.2.2. If Secondary Data, determine if the data that are being requested are <b>public or classified</b> based on the submitted documents.			
2. Receive requested data and fill out the client survey form	2. If the data requested is identified as <b>Public Data</b> , the PMED/RMEU will forward the request to the appropriate division/unit for data generation and preparation.	None	4 hours	PEO/Statistician or RMEO

	<p>2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the PMED/RMEU will refer the client to the resource site or provide the readily available data and client satisfaction survey form.</p> <p>2.2.1 If the data needs to be generated, data generation shall be undertaken by the PMED/RMEU.</p> <p>2.2.2. Preparation of memo endorsement to the NPM or RD for approval.</p> <p>2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form</p> <p>2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p>		1 day	PEO/ Statistician or RMEO
			5 days	PEO/ Statistician or RMEO
			6 hours	PEO/ Statistician or RMEO
			4 hours	PEO/ Statistician or RMEO
			4 hours	PEO/ Statistician or RMEO
	<p>2.3. If the data requested is identified as <b>Classified Data</b>, the request will be forwarded to the NPMO for review and evaluation. The PMED or RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and NPM or RD.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid</p>		3 days	PEO/Statistician or RMEO
			6 days	
			4 hours	PEO/ Statistician or RMEO

	Pamilya NPMO or RPMO will be prepared by PMED or RMEU prior to the release of data requested.		3 days	
	2.3.1.1. Sharing of the draft MOA to the client for review.			
	2.3.1.2. Review of the MOA and endorsement of comments/inputs to PMED/MEU from the Legal Section/Service.		2 days	PEO/ Statistician or RMEO
	2.3.1.3. Revision of the MOA based on the Legal Service/Section's comments.		4 hours	Legal Service/ Section Technical Staff
	2.3.1.4. Sharing of MOA to the client.		4 hours	PEO/ Statistician or RMEO
	2.3.1.5. Acknowledgement of receipt of MOA approved by the client.		4 hours	PEO/ Statistician or RMEO
	2.3.1.6. Preparation of communication to client regarding MOA signing		1 day	PEO/ Statistician or RMEO
	2.3.1.7. Signing of MOA with the client		4 hours	PEO/ Statistician or RMEO
	2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.		4 hours	PEO/Statistician or RMEO
	2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.			PEO/ Statistician or RMEO

<b>TOTAL:</b>	<b>None</b>	
<b>Output 1: Request for Secondary Data</b>		<b>2 days, 6 hours and 30 mins</b>
<b>Output 2: Request for Administrative Data</b>		<b>6 days, 6 hours and 30 mins</b>
<b>Output 3.1 (Approved MOA):</b>		<b>19 days, 2hrs and 30 mins</b>
<b>Output 3.2 (Disapproved MOA):</b>		<b>4 days, 2hrs and 30 mins</b>

## **POLICY DEVELOPMENT AND PLANNING BUREAU (PDPB)**

## **FRONTLINE (EXTERNAL) SERVICES**

# **1. Approval for the conduct of Research Study & Acquiring Primary Data from DSWD Officials/ Personnel, beneficiaries, and clients (Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions)**

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research in which target respondents **involve more than one (1) region** shall seek the approval of the PDPB Director. Research requests must be submitted to PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills,

in consideration of the valuable time taken away from the personnel when accommodating student researchers.

- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

<b>Office or Division:</b>	Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>If request shall not undergo Research Protocol:</b> 1. Request letter <b>If the request shall undergo Research Protocol:</b> 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher  Researcher PDPB-RED PDPB-RED Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 1.1. Receive the request letter addressed to the PDPB Director and/or the research request documents and encode the details in the office's tracking system for incoming documents 1.2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt.	None	1 Minute	Administrative staff PDPB  Administrative staff





and research instruments)	<p>2.2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.</p> <p>2.3. To recommend Approval?</p> <p>2.3.1. Yes - Prepare a recommendation for approval using the <i>sample recommendation template</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step</p> <p>2.4. PDPB Director to approve/disapprove request based on recommendations</p> <p>To approve?</p> <p>2.4.1. Yes - Inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.</p>		0.5 Day	<i>Technical Staff PDPB-RED</i>
			1 Day	<i>Director PDPB</i>

	2.4.2. No - Go back to step 2.3.2			
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	3. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	3 Minutes	<i>Technical/ Administrative Staff PDPB-RED</i>
<b>Total</b>		<b>None</b>	<b>7 Days</b>	

## 2. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

<b>Office or Division</b>	Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail</b>	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request letter	Data user

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit the required document ( <i>request letter</i> )	1. Receive request 1.1. Receive the request letter addressed to the PDPB Director and encode the details in the office's tracking system for incoming documents. Check the completeness	None	25 Minutes	Administrative Staff <i>PDPB</i>

	<p>of information for the data request. For walk-in clients, request data user to log-in to the logbook. If request is received through email, reply and acknowledge receipt.</p> <p>1.2. Endorse to the Division Chief (PDPB-PMD) for assignment and further instructions (if any) to the concerned technical staff</p> <p>1.3. Assign data request to concerned technical staff</p> <p>1.4. Assess the data request if the data/information are available within the office</p> <p>Data available within DSWD?</p> <p>1.4.1. Yes, within PDPB - Prepare the requested data/information then proceed to step 1.5</p> <p>1.4.2. Yes, within other OBSUs - Endorse the request to the concerned OBSU using the <i>Endorsement Template</i> (either hard copy or soft copy via email) <i>then</i> request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.4.3. No - Inform the data user of other sources of data then request the researcher to fill</p>		<p>5 Minutes</p> <p>5 Minutes</p> <p>10 Minutes</p> <p>Single data: 1-3 Hours Multiple data: 2 Days</p> <p>30 minutes</p>	<p>Administrative Staff <i>PDPB</i></p> <p>Division Chief or OIC <i>PDPB-PMD</i></p> <p>Technical Staff <i>PDPB-PMD</i></p> <p>Technical Staff <i>PDPB-PMD</i></p> <p>Technical Staff <i>PDPB-PMD</i></p>
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			(Error)
	Total	None	1 to 3 Days <sup>8</sup>

<sup>8</sup> One (1) day if the request is for single data or up to three (3) days if request is for multiple data to include data processing time

## **PROGRAM MANAGEMENT BUREAU (PMB)**

### **FRONTLINE (EXTERNAL) SERVICES**

## 1. Implementation of the Assistance to Individuals In Crisis Situation Program for Individual Clients Transacting within the DSWD Offices (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed;	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> <li>Philippine Statistics Authority (PhilSys ID)</li> </ul>

(2 Photo copy)	<ul style="list-style-type: none"> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit               <ul style="list-style-type: none"> <li>• PWD ID</li> <li>• Solo Parent ID</li> <li>• City/Municipal ID</li> <li>• Barangay ID</li> <li>• Office of Senior Citizen Affairs (OSCA ID)</li> </ul> </li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> </ul>
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
1. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena (1 Photocopy)	Police Station - Police Blotter Hospitals/clinic - medical abstract Court- court order/subpoena Social worker-justification



<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician
0. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk. (Original / Certified true copy)	Billing Office of the hospital
0. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician

0. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. (1 Photo copy)	Attending Physician from a hospital/clinic.
0. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
0. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
0. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>

<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy	City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
0. Promissory Note/Certificate of Balance (1 Photo copy)	Authorized staff of the Funeral Parlor/ Memorial Chapel
0. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
0. Transfer Permit (1 Photo copy)	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D (2 Photo copy)	School
0. a. Enrolment Assessment Form; or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office

(Original / Certified true copy)	
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Project proposal	Local Government Unit
0. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required	Barangay Hall where the client is presently residing
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay  c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.	Bureau of Fire/PNP          Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay          Local Social Welfare and Development Office or other social welfare agencies          Local Social Welfare and Development Office or other social welfare agencies

<p><b>d. For victims of Online Sexual Exploitation:</b>          Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p><b>e. For Locally stranded individuals (LSI):</b>          LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.          (1 Photo copy)</p>	<p>Police Station –Police Blotter          Hospital/Clinic - Medical Certificate signed by the Registered Physician</p>
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>

(DAFAC); Medico-legal certification (Original / Certified true copy)					
<b>MATERIAL ASSISTANCE</b>					
1. General Intake Sheet		DSWD CIU/CIS/SWAD			
2. Material Assistance Distribution Sheet		DSWD CIU/CIS/SWAD			
<b>ON-SITE TRANSACTION</b>					
CLIENT STEPS		AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Secure a queuing number.	1.1.1 Provide Client with queuing number.	None	<b>10 Minutes</b>	DSWD Personnel (Administrative Staff)
	1.2 Present pertinent Document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	None	<b>20 Minutes</b>	DSWD Personnel
		1.2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	None	<b>20 Minutes</b>	DSWD Personnel
		1.2.3 If documents are complete and valid, and right frequency of availment, the client will be	None	<b>10 Minutes</b>	DSWD Personnel

		advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advise to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met			
2	Submit pertinent documents for Interview and Assessment	2.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	None	<b>40 Minutes</b>	SWO
		2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.  If found to be ineligible for the services under the program, the client will be formally informed of the	None	<b>40 Minutes</b>	SWO

		reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.			
		Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.	None	<b>40 Minutes</b>	SWO
		Forward the Client's Document to the Authorized Approving Officer.	None	<b>40 Minutes</b>	Authorized official/s
		Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.	None	<b>40 Minutes</b>	Authorized Approving Officer
		Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.	None	<b>30 Minutes</b>	DSWD Personnel
3	Receive Assistance	Check the Client's Identity	None	<b>15 Minutes</b>	SDO/RDO/DSWD personnel



		Release the Assistance.	None	<b>15 Minutes</b>	SDO/RDO/DSWD personnel
4	Fill out client satisfaction measurement survey	Receive the client satisfaction survey	None	<b>20 Minutes</b>	Administrative personnel
<b>TOTAL</b>			<b>None</b>	<b>5 Hour, 40 Minutes for Cash Out Right<sup>9</sup></b>  <b>1 Day or 24 Hours for Guarantee Letter<sup>10</sup></b>	

## 2. Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Crisis Intervention Division
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<sup>9</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>10</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed; (2 Photo copy)	<p>Preferably issued by any government agencies such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Philippine Statistics Authority (PhilSys ID)</li> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit               <ul style="list-style-type: none"> <li>• PWD ID</li> <li>• Solo Parent ID</li> <li>• City/Municipal ID</li> <li>• Barangay ID</li> <li>• Office of Senior Citizen Affairs (OSCA ID)</li> </ul> </li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> </ul>
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
Other supporting document/s such as but are not limited to,	Police Station - Police Blotter Hospitals/clinic - medical abstract

justification of the social worker, medical certificate, death certificate, and/or court order/subpoena (1 Photocopy)	Court- court order/subpoena Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician
2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk. (Original / Certified true copy)	Billing Office of the hospital
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within	Medical records of the Hospital/Clinic or the Attending Physician

three months (Original / Certified true copy)	
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. (1 Photo copy)	Attending Physician from a hospital/clinic.
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic

3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note/Certificate of Balance (1 Photo copy)	Authorized staff of the Funeral Parlor/ Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit (1 Photo copy)	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D (2 Photo copy)	School
2. a. Enrolment Assessment Form; or	School Registrar or Concerned Office

b. Certificate of Enrolment or Registration; or c. Statement of Account (Original / Certified true copy)	
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Project proposal	Local Government Unit
2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required	Barangay Hall where the client is presently residing
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  c. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay  d. <b>For Rescued Client:</b> Certification from a social worker or	Bureau of Fire/PNP   Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay   Local Social Welfare and Development Office or other social welfare agencies

<p>Case manager from rescued clients.</p> <p>e. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>f. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. (1 Photo copy)</p>	<p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station –Police Blotter Hospital/Clinic - Medical Certificate signed by the Registered Physician</p>
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>

(JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification (Original / Certified true copy)					
MATERIAL ASSISTANCE					
1. General Intake Sheet	DSWD CIU/CIS/SWAD				
2. Material Assistance Distribution Sheet	DSWD CIU/CIS/SWAD				
OFF-SITE TRANSACTION					
CLIENT STEPS	AGENCY ACTIONS	FEE S TO PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
PRE-OFFSITE PREPARATION - Complex					
1	1.1 Submit Project Proposal	1.1.1 Receive Project Proposal	None	5 Minutes (Excluding Queuing Time)	Administrative Staff
		1.1.2 Assess and review the received Project proposal.  If found in order, the project proposal is recommended for the approval of the Secretary or his duly authorized official/ representative for CO and FOs. If not, the project proposal is sent back to the requesting party for compliance	None	3 Hour (Excluding Queuing Time)	Social Welfare Officer



		1.1.3 Forward the recommendation for the approval of the project proposal to the Secretary	None	5 minutes (Excluding Queuing Time)	Administrative Staff
		1.1.4 Approve the recommendation for the approval of project proposal	None	5 Minutes (Excluding Queuing Time)	DSWD Secretary
		1.1.5 Forward the Approved project proposal to the Crisis Intervention Division/Section	None	20 Minutes (Excluding Queuing Time)	Administrative Staff
		1.1.5 Endorse the Approved project proposal to the Authorized Social Welfare Officer	None	3 Hours (Excluding Queuing Time)	Administrative Staff Social Welfare Officer
		1.1.6 Cross-match the submitted list of beneficiaries to the DSWD existing program monitoring system.	None	3 Hours (Excluding Queuing Time)	Administrative Staff
		1.1.7 Inform the group about the documentary requirements needed and the schedule of the payout		3 Hours (Excluding Queuing Time)	Social Welfare Officer
OFF-SITE TRANSACTION					
1	1.1 Present Pertinent Documents	1.1.1 The assigned personnel shall check the validity	None	5 Minutes (Excluding Queuing Time)	Administrative Staff

		<p>and completeness of the required documents presented by the client.</p> <p>If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.</p>			
2	2.1 Submit pertinent documents for Interview and Assessment	2.1.1 Filling out the identifying information of the client in the GIS;	None	15 Minutes (Excluding Queuing Time)	SWO
		2.1.2 The SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE. .	None	15 Minutes (Excluding Queuing Time)	SWO
5	5.1 Receive Assistance	3.1.1 Check the Client's Identity	None	2 Minutes (Excluding Queuing Time)	SDO/RDO/DSWD personnel
		3.1.2 Release the Assistance.	None	3 Minute (Excluding Queuing Time)	SDO/RDO/DSWD personnel
	<b>TOTAL</b>		<b>None</b>	<b>13 Hours, 10</b>	

			<b>Minutes for Cash Out Right<sup>11</sup></b>  <b>1 Day or 24 Hours for Guarantee Letter<sup>12</sup></b>	
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### 3. Facilitation of Referral on Children in Need of Special Protection (CNSP) to Field Offices and Other Intermediaries

Children in Need of Special Protection (CNSP) refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development) per Memorandum Circular No. 29, series of 2005.

<b>Office or Division:</b>	Sectoral Programs Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	OBSUs/ Field Office/Other intermediaries			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
The request of Technical Assistance signed by the Regional Director			Field Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement and/or receipt of the CNSP cases to the PMB.	1. CNSP cases may be received by the Focal Person through walk-in, email, phone-in inquiries, and endorsed referrals from the EXECOM/MAN-COM,	None	1 day	PMB Focal Person for CNSP

<sup>11</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>12</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

	other personnel, and inter-agency.			
	2. Received CNSP cases or referrals are logged in the EDTMS.			
	3. Focal Person conducts an initial interview and assesses the needs of walk-in clients, phone-in and email inquiries, and endorsed referrals from the EXECOM/MAN-COM and inter-agency.	None	5 minutes	PMB Incoming Administrative staff.
		None	15-30 minutes	PMB Focal for Person CNSP
	<b><u>If no referral letter is needed:</u></b>			
	1. Focal person provides information relative to the inquiry/ies of the client/s.			
	2. Focal Person requests the client to respond / fill-up the Client Satisfaction Measurement Survey (CSMS).	None	25 minutes	PMB Focal for Person CNSP
	3. Accomplished CSMS is submitted to the CSMS Focal Person for consolidation.	None	10 minutes	PMB Focal for Person CNSP Client and
	<b><u>If a referral letter is needed:</u></b>			
	1. Focal person drafts referral letter to the concerned Field Office/s and other intermediaries, and response letter to the referring agency.	None	10 minutes	PMB CSMS Focal Person

	<p>2. Focal person conducts initial coordination with the concerned Field Office/s and other intermediaries (if necessary).</p> <p><b><u>If referral letter needs revision:</u></b></p>			
	<p>3. Focal Person enhances/revise the referral to FO and response letter to the referring agency based on the comments/inputs received.</p>	None	1 day	PMB Person CNSP Focal for
	<p>4. Division Chief approves the referral to FO and response letter to the referring agency.</p>	None	20 minutes	PMB Person CNSP Focal for
	<p>5. Bureau Director (BD) approves the referral letter and response letter to the referring agency.</p> <p><i>If necessary, CNSP Focal Person further revises documents and carries out other instructions.</i></p>			
	<p>6. Log the document number of the referral and response letter in the DTS.</p>	None	30 minutes	PMB Person CNSP Focal for
	<p>7. Send through email an advance copy of the referral to FO.</p>			

	8. Endorse to Records Unit / Section.			
	9. Transmits the approved referral and response letter to the FO and referring agency.	None	½ day	PMB – Sectoral Programs Division Chief
	10. CNSP Focal Person monitors status of referral to the concerned FO.		1 day	
	11. The Field Office concerned provides feedback on the referred case through official correspondence/memo .	None		PMB Bureau Director
	12. CNSP Focal acknowledges Feedback Report from concerned FO and inputs in database.			PMB Focal for Person CNSP
		None	1 day	PMB Outgoing Administrative Staff
		None		

		None	20 minutes	
		None		DSWD CO Records Officer
			1-15 days	
		None	1-15 days upon receipt	PMB Person CNSP Focal for
		None	1 day	FO Person CNSP / Focal concerned for
		None		PMB Person CNSP Focal for
<b>TOTAL</b>		<b>NONE</b>	<b>20 &amp; ½ days and 2 hours &amp; 30 minutes</b>	

#### 4. Securing Travel Clearance for Minors Traveling Abroad

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian

Office or Division:	DSWD Field Offices		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Issuance of Travel Clearance Certificate			
A. For Minors Traveling Alone to a Foreign Country for the First Time			
1. Duly accomplished Application Form		DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>	
2. LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor		Philippine Statistics Authority (PSA)	
4. One (1) Photocopy of 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 Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA;		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.		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)	
6. Two (2) 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.		Applicant	
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate		Applicant	



of Employment, Latest Income Tax Return, Bank Statement, etc)	
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines	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
<b><i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i></b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. 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.	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<b><i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i></b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant

4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
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 passport of the traveling companion.	Minor's travelling companion
<b>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
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 Passport of the traveling companion.	Minor's traveling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	

1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
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
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	
<i>For Minors with alleged missing parent/s</i>	

1.Social Case Study Report from the LSWDO where the alleged missing parent's last known address	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	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant			
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet 1.3 Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	Officer of the Day
2. Submission of Application and Documentary Requirements	2.1 Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	Social Worker
3. Screening of Application Form and documentary requirements	3.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	Social Worker

4. Interview/Assessment*	4.1 Social Worker interviews and conducts assessment of the application;	None	20 minutes	Social Worker
	4.2 Recommends for the approval or disapproval of the application to the Signing Authority.	None		
	4.3 Approves/Disapproves the application	None	5 Minutes	Supervisor/OIC Social Worker
	4.3.1 If Approved, proceed to step 6		5 Minutes	Social Worker
	4.3.2 If Disapproved, Counseling and Explanation of reason for disapproval of application	None	10 Minutes	Social Worker
	4.4 Notify the DFA, BIR, PMB, DSWD-CO.			Social Worker/Admin Staff
	If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director			
5. Payment of:	5.1 Issues Order of Payment /Billing Statement	Php300.00 for 1 year validity;	3 minutes	Cashier
Php 300.00 for 1 year validity;	5.2 Issues Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity		
Php600.00 for 2 years validity	5.3 Issuance of Claim Stub schedule of			Social Worker/Admin Staff

	release (Minimum of 1-day processing and maximum of 3 days processing)			
6. Issuance of the travel clearance certificate/exemption certificate	1.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Social Worker/Administrative Staff
	1.2 Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 Minutes	Regional Director or the Authorized Approved Signatory
7. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	1.1 Releases the Travel Clearance Certificate to the applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	Social Worker Administrative Staff
<b>TOTAL</b>		<b>P300-600.00</b>	<b>1 hour and 19 minutes**</b>	

*\*Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.*

*\*\*Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017*

## 5. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

RA 8972 was enacted to provide a comprehensive program of services for solo parents and their children. This law covers fathers or mothers who raise their children by themselves, either because of the death of a spouse, abandonment, separation or even those who have children as a result of rape.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: Provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 18, 19, 20, 21 and 23 of these Rules.

<b>Office or Division</b>	Sectoral Programs Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may avail</b>	ELIGIBLE SOLO PARENTS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Requirement for AICS Assistance</b>	
<b>Transportation Assistance</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	

1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
3. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>BURIAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>BURIAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	



1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid Solo parent I.D of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/Certificate of Residency or Certificate of Indigency	From the Barangay where the client ID presently residing
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
1. Validated School ID and Valid Solo parent ID of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Depending on the circumstances: <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

<b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.				
<b>For all other incidents:</b> 3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.				
From the Barangay where the client is presently residing.				
<b>PROVISION OF PPE</b>				
1. Valid Solo parent identification card of the client/ person to be interviewed				
Local Government Unit				
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receipt of application for assistance of a solo parent	1.1 Admin personnel will direct the client to the solo parent focal  1.2 If necessary, the client will be provided with a queueing number	None	5 minutes	Administrative Staff
2. Submit required documents for assistance	2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID  • If clients have incomplete	None	10 minutes	CBSS Social Worker

	<p>requirements, give a list of required documents and advise the client to come back upon completion of requirements</p> <p>2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs</p>	None	10 minutes	CBSS Social Worker
<b>Provision of Psychosocial support, AICS, and Supplemental Livelihood Program</b>				
	2.3 Provision of Psychosocial support- The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.	None	30 minutes	CBSS Social Worker
	2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	CBSS Social Worker and CIS/SWAD Social Worker
	2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP	None		CBSS Social Worker and SLP Focal Person
<b>TOTAL</b>		<b>None</b>	<b>65 minutes</b>	
<b>Referral for concerned LGU and other Agencies</b>				
	<ul style="list-style-type: none"> <li>For all other services of the Department, the</li> </ul>			

	<p><i>social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</i></p> <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter</p> <ul style="list-style-type: none"> <li><i>If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall</i></li> </ul>			
		None	10 minutes	CBSS Social Worker

	<p><i>coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by the handling social worker.</i></p> <p>2.7 the referral letter will be forwarded to the Unit head for initial;</p> <p>If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.</p>			
	2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.	None	10 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>85 minutes</b>	

## 6. Auxillary Social Services to Persons with Disabilities

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities the DSWD through our Field Offices provides augmentation support under the Persons with Disability budget in assistive devices, medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this,

the Department's aim is to contribute to the Physical Restoration, self, and social enhancement of Persons with Disabilities to attain more meaningful and contributing members of society.

<b>Office or Division:</b>	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)			
<b>Classification:</b>	Simple/ Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Filipino Children and Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Provision of Assistive Devices</b>				
1.) Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2.) Barangay Certificate of Indigency		Barangay Hall		
3.) Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4.) 2x2 Picture or 1 whole body picture		Client		
5.) Request letter		Client		
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>				
<b>For Assistive Devices</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1. Social Worker or Focal Person receives the client	None	2 Minutes	FO Social Worker/ Person with Disability focal Person
	1.2 Provide a list of requirements	None	2 minutes	FO Social Worker/ Person with Disability focal Person
	1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Focal Person, Person with Disability Client
	1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided	None	5 minutes	FO Social Worker/ Focal Person

	1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.	None	5 minutes	FO Social Worker/ Focal Person
	1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief	None	20 minutes	O Social Worker/ Focal Person
	1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance	None	30 minutes	Unit Head or Division Chief and Budget Officer
	1.7.a For assistive devices and technology not available	None	3 days	Unit Head or Division Chief and Budget Officer
	Release of the assistive device <i>Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of division chief</i>			
	1.8 Log the transaction in a distribution sheet signed by the	None	5 minutes	FO Focal Person or Admin staff Person with Disability client

	receiving person/client			
	1.9 Facilitate filling out of client satisfaction survey/ feedback	None	5 minutes	FO Focal Person with Disability client/ family member
	1.10 For assistive device and technology available, releasing of approved gate pass or RIS  For assistive devices and technology not available, Persons with Disability/ family member/guardian will be provided with a claiming stub.	None	20 minutes Within the day for available  5-7 working days upon approval depending on the availability of the assistive devices.	Cash Unit FO Social Worker/ Focal Person or Admin Staff
<b>Total</b>	<b>If available:</b>  <b>If not available:</b>	<b>None</b>	<b>1 hour and 39 minutes</b>  <b>10 days and 79 minutes</b>	
<b><i>For Medical, Educational, Burial Assistance, Livelihood Assistance</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	<b>For walk-in clients</b> 1. Social Worker of the Program Focal Person receives and review the required documents. 2. Interview and assessment of Persons with Disability needs 3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided.	None	3-5 minutes	FO Social Worker/ Person with Disability focal Person
		None	5 minutes	FO Social Worker/ Person with Disability focal Person
		None	5 minutes	FO Social Worker/ Person with Disability Focal Person



	4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT		10 minutes	FO Social Worker/ Person with Disability Focal Person And Division chief
<b>Total</b>		<b>None</b>	<b>25 minutes</b>	

## 7. Case Management in Center and Residential Care Facility (Case Management on the Provision of Center and Residential Care Services)

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing, and restoring clients' social functioning.

<b>Office or Division:</b>		Center Development Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Field Offices Center Facilities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Pre-Admission Phase</b>				
1. Client submits for initial interview and assessment	1. Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.	None	30 minutes	Social Worker on duty

	<p>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF. (Endorsement should be made depending on the Level of Accreditation)</p>		Within 5 days	
2. Attends pre-admission conference	<p>2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility</p> <p>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</p>	None	2 hours	Social Worker, Referring Party, Parents or any available family members
Total		None	5 Days, 2 hours and 30 minutes	
Admission Phase				
Attend admission conference	<p>1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices of the facility</p>	None	1 day	Helping Team/Multidisciplinary Team, Referring Party

	<p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.</p>			Social Worker
Submits self to the inventory of belongings	2. Conducts an inventory of the client's belongings and records them.	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent
Accepts set of clothing and other provisions to be provided.	3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings (( <i>This is not applicable to non-residential facilities</i> ))	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent
Submits self for examination	4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During the client's first day in the facility	Medical Officer, Nurse
	5. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the child's behavior and interact with his/her properly. (( <i>This is not applicable to non-residential facilities</i> ).)	None	During the client's first day in the facility	Social Worker, Houseparent

<b>Total</b>		<b>None</b>	<b>1 day</b>	
<b>Center-based Intervention Phase</b>				
	1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 <sup>st</sup> day in the facility	Social Worker
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 <sup>nd</sup> to 7 <sup>th</sup> day of the client in the facility.	Psychologist, Psychometrician  Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.
	3. Gathers additional information from the client, significant others and the worker's own observation on the client  At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker
	4. Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.	None	Within 30 days after admission  Within 15 days after admission for the Intervention Plan	Social Worker, Client/Resident
	5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan	None	During the client's 4 <sup>th</sup> week in the facility; monthly	Helping Team/Multidisciplinary Team, Referring Party, LGU

	Case conference is also conducted as need arises			
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 <sup>th</sup> week in the facility	Helping Team/Multidisciplinary Team
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the following: a. Early reintegration/ rehabilitation prior to six months; b. Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.	Helping Team/Multidisciplinary Team
	8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team
	9. Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During the client's 3 <sup>rd</sup> month in the facility	Social Worker, Helping Team/ Multidisciplinary Team

<b>Evaluation and Termination</b>				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).  For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	Social Worker
Attends pre-discharge conference	3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.  The Helping Team/Multidisciplinary Team prepares After Care Plan  The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.	None	2 hours	Helping Team/Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.			
	4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
Submit to medical examination	5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the facility
Attends discharged conference and turnover to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	6. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
<b>Post Center based Intervention Phase</b>				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family

	during the Discharge Conference.  In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.			
	2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly  For CICL: Quarterly	Social Worker
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.	None	Upon completion of at least 50% of the After- Care Program Plan	Social Worker
<b>TOTAL</b>		<b>NONE</b>	<b>6 months for Center Based Phase</b>	

## 8. Implementation of Government Internship Program (GIP) to Central office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs

<b>Office or Division</b>	Sectoral Programs Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	Filipino Youth (18 – 25 years of age)



CHECKLIST of REQUIREMENTS		WHERE TO SECURE		
Government Internship Program Implementation				
A. Application as participants of the program				
1. Duly accomplished Application Form		DSWD Central Office and Field Offices		
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.		Philippine Statistics Authority (PSA) Concerned Government Agencies		
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.		School		
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay.		Barangay or Concerned Office/s of the parents		
Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
1. Announcement on the deadline of the application form and other needed documents	1.1 Notice of acceptance of applicants (Announcement during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)	None	10 minutes	Youth Focal Person
2. Application or Registration	2.1 Issuance of Applications forms 2.2 Issuance service sequence number	None	10 minutes	Youth Focal Person

	2.3 Encoding of the client's information in Spreadsheet)			
3. Submit the required documents to the DSWD Central Office/Field Office	3.1 Screen the required documents its authenticity	None	1 day	Youth Focal Person and TWG or Selection Committee Members
4. Assessment of applications	4.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	TWG or Selection Committee members
5. Notification of qualified applicants for interview	5.1 Notify the qualified applicants for the Interview	None	1 day	TWG or Selection Committee Members
6. Client will go for an interview at DSWD Central Office/Field Office	6.1 Conduct actual interviews with the applicants.	None	2 days	Youth Focal Person and TWG
7. Receive a notification on the status of your application	7.1 Final screen the applicants (All qualified applicants will be notified of the next steps to take while the applicants who did not qualify will still be notified about the status of their application)	None	1 day	Youth Focal Person
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	
<b>II. Implementation Phase</b>				
8. Attend Orientation	8.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Youth Focal Person
9. Render service in the area of assignment	9.1 Assist and monitor the youth in their area of assignment	None	30 working days	Youth Focal Person
10. Attend Capacity Building Activities	10. 1 Conduct capacity building activities	None	1 day	Youth Focal Person

11. Receive stipend	11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Youth Person	Focal
<b>TOTAL</b>		<b>None</b>	<b>33 Days</b>		
<b>III. Post-Implementation Phase</b>					
12. Attend Program Evaluation Activity	12. Conduct program evaluation activity	None	1 day	Youth Person/TWG	Focal
<b>TOTAL</b>		<b>None</b>	<b>1 Day</b>		

## 9. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.<sup>3</sup>

<b>Office or Division:</b>	Program Management Bureau – Sectoral Programs Division				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2G-Government to Government				
<b>Who may avail:</b>	Local Government Units				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)		Local Government Unit (Office of the Mayor/ C/MSWDO)			
Certified True Copy of Sangguniang Bayan Resolution		Local Government Unit (Office of the Mayor)			
Duly signed Project Proposal		Local Government Unit (Office of the Mayor/ C/MSWDO)			
Weight Monitoring Report (Form 3.A)		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)			
Masterlist of Beneficiaries (Form 2.A)		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)			

Masterlist of Child Development Centers (Form 2.B)		Local Government Unit (C/MSWDO)		
<i>*These documentary requirements are presented to the DSWD Field Office personnel.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I Social Preparation for the Implementation of SFP (LGU to Field Offices)				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office staff responsible in receiving documents (AAII)
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			AA II
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO Regional Director Finance staff
	2.A.1 Proceed with the processing of the procurement of commodities	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement	None	20 days	DSWD Field Office SFP Focal Person Regional Director Finance staff

Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)  
RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”

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	beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids..			
3. Finalization of the Cycle menu	3.1 Submits the draft cycle menu for approval of the SFP Focal.  3.2 Approves the cycle menu for allocation in the purchase request.  3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request	None	4 hours   4 hours   20 days	DSWD Field Office SFP NDs   DSWD Field Office SFP Focal   DSWD Field Office SFP NDs
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	DSWD Field Office NDs/ PDOs in charge for SFP
5. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitors the delivery of food commodities to the implementing LGU  5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.	None	3 days   120 feeding days	DSWD Field Office NDs/ PDOs in charge for SFP
6. Submit the Accomplishment Report	6.1 The FO to acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	DSWD Field Office SFP team
	6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	20 days	DSWD Field Office SFP team

TOTAL		None	198 days and 8 hours	
RA 11037, Section 4a – "...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.				
<b>III. Monitoring and Evaluation (Field Office to Local Government Unit)</b>				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.	None	4 hours	DSWD Field Office NDs/ PDOs in charge for SFP
	1.1a FO may also conduct spot checks to assess and monitor the implementation (delivery/feeding/weighing, quality and quantity etc.).			
	1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance		3 days per LGU	
	1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance		1 day	DSWD Field Office NDs/ PDOs in charge for SFP
			1 day	Admin Staff
	3.1 Provides technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the		7 days	DSWD Field Office Focal Person/ PDOs in charge for SFP

	SFP guidelines, among others.			
2. Provide feedback, issues and concerns on the SFP implementation	4.1 Discusses the salient findings and recommendations to the Local Chief Executive during the Exit Conference.		1 day	DSWD Field Office NDs/ PDOs in charge for SFP
	5.1 Prepares the Feedback Report and Confirmation Report to the LGU monitored.		1 day	DSWD Field Office NDs/ PDOs in charge for SFP
	5.2 Approves the feedback report and confirmation report.		1 day	Regional Director
	Focal Person will be responsible for any e revisions and other instructions in the feedback report and confirmation report.			Outgoing Administrative Staff
	5.2a Log the document number of the confirmation report in the DTS.		5 minutes	Outgoing Administrative Staff
	5.2c Endorse to Records Unit / Section.		5 minutes	
3. Respond to Client Satisfaction Survey Form	6.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		c/o records unit	Outgoing Administrative Staff /SFP



<b>Total</b>	<b>None</b>	<b>15 days 4 hours and 10 minutes</b>
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*\*For procurement process, kindly refer to Citizens Charter of Procurement Management Service/ Section*

## 10. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

<b>Office or Division:</b>	Field Offices and Central Office -Program Management Bureau-Adoption Resource and Referral Division (PMB-ARRD)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G- Government to Government ; G2C- Government to Citizen		
<b>Who may avail:</b>	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
<b>For Abandoned and Foundling children:</b>			
1. Endorsement Letter from Petitioner to FO Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
2. Notarized Petition with Endorsement letter from Petitioner to Field Office	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
3. Updated Social Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
4. Written Certification from radio/TV station	Radio or TV station		
5. One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher		

6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
8. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available)  Child's Profile	Philippine Statistics Authority (PSA)  Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
<b>For surrendered Cases:</b>	
1. Letter of recommendation addressed to DSWD Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities
2. Social Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available)	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office

For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> <li>1. Endorsement Letter to DSWD Secretary</li> <li>2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.)</li> <li>3. Death Certificate of Birth Parent/s (if deceased)</li> <li>4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)</li> <li>5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition</li> <li>6. Copy of marriage certificate or Certificate of No Marriage (if necessary)</li> <li>7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)</li> <li>8. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother)</li> <li>9. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)</li> <li>10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)</li> <li>11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases</li> <li>12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report.</li> </ol>	
<p><b>Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222</b></p> <ol style="list-style-type: none"> <li>1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person</li> <li>2. Negative Certification of Birth Record from (LCR and PSA)</li> <li>3. Written consent to Adoption of the following:             <ul style="list-style-type: none"> <li>- prospective adoptee, aged 10 years old and above</li> <li>- legitimate and adopted children aged 10 years old and above</li> <li>- Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)</li> </ul> </li> <li>4. Certificate of Authority for a Notarial Act (CANA)</li> </ol>	

5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Field Office</b>				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office	<b>For Abandoned/Dependent/Foundling Children</b>			
	1. The Adoption Resource and Referral Unit (ARRU) shall review and examines the petition if sufficient in form and substance	None	3 working days	FO-ARRU social worker
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting.	None	5 days posting	Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders a recommendation	None	5 working days	Regional Director
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	2 working days	Field Office –Records Section
	<b>For Surrendered Children</b>			

	1. The ARRU shall review the Application together with the supporting documents	None	3 working days	
	2. The Regional Director shall render recommendation on the Application	None	2 working days	FO-ARRU social worker
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	Regional Director
	<b>For Neglected/Abuse Cases</b>			Field Office –Records Section
	1. The ARRU shall review the Petition together with the supporting documents			Note: The number of signatories in the documents shall be limited to only 3 signatories
	2. The Regional Director shall render recommendation on the Petition	None	3 working days	FO-ARRU social worker
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	Regional Director
			2 working days	
		None		Field Office –Records Section
<b>Central Office</b>				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	<b>A. Program Management Bureau –PMB</b>			
	1. PMB Admin staff receives and tracks the document to the Document Transaction	None	4 working days	PMB –ARRD Amin Staff

	Management System (DTMS) and endorses to ARRD technical staff for review.			
	2. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned indicating comments and recommendations. FO.	None	1 working day	PMB-ARRD Social Worker
	3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB- ARRD Admin staff for tracking in the DTMS.	None	2 working days	PMB-ARRD-Social Worker ARRD Admin. Staff
	4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.	None		OIC-Division Chief
	5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director	None		ARRD Admin staff

	6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.	None	1 working day	Bureau Director
	7. PMB Director renders decision and recommendation.	None		Bureau Director
	8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary.	None		PMB Admin. Staff
	<b>B. Undersecretary level</b>			
	9. Reviews, approve and endorsement of the petition/ application and by the Undersecretary for Operations Group to the Secretary.	None		DSWD-Undersecretary
	10. If with comment, returns to PMB with comments/ note			PMB Staff      ARRD-TS
	11. PMB TS responds to comments/ notes and return to the Undersecretary	None		OSEC –Technical staff
	<b>C. Secretary level</b>			
	12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)	None		DSWD-Secretary
	13. Secretary signs the Certificate Declaring the Child Legally Available			

	for Adoption, if application is meritorious.			
<b>TOTAL</b>		<b>NONE</b>	<b>7 working days</b>	
PMB transmits the endorsement and signed CDCLAA to Field Office	<b>D. PROGRAM MANAGEMENT BUREAU</b>			
	14. Receives the signed CDCLAA from OSEC and tracks to DTMS.	None	5 minutes	ARRD Admin staff
	15. Send thru email an advance copy of the signed CDCLAA to the FO	None	5 minutes	ARRD Admin staff
	16. Drafts memo to the FO endorsing the signed CDCLAA	None	15 minutes	ARRD Social Worker
	17. Approves by the Bureau Director the memo to the FO.	None	15 minutes	Bureau Director
	18. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA	None	15 minutes	PMB Admin Staff
	19. Transmit the signed original CDCLAA to the FO	None	3-5 working days	DSWD CO Records Officer
<b>TOTAL</b>		<b>NONE</b>	<b>5 days and 55 minutes</b>	

## 11. Licensing of Foster Parents

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.



<b>Office/Division/Unit/Section</b>	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Unit (ARRU)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Citizens
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 Copy of Original Duly Accomplished Application Form	Adoption Resource and Referral Unit (ARRU) or DSWD Website <a href="https://adoption.dswd.gov.ph">https://adoption.dswd.gov.ph</a>
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Medical Certificate issued at least 6 months	Public or Private Clinics/Hospitals
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)	Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance	National Bureau of Investigation (NBI) / Philippine National Police (PNP)
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay where the applicant/s reside
3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant
1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Unit (ARRU)
Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others	Philippine Statistics Authority
Note: Other document/s may be required is/are necessary on the case management of intensive cases	Applicant

<b>Additional Requirements for Alien Applicants:</b>				
1 Photocopy of Certificate of Residence in the Philippines		Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)		
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years		Applicants *Bureau of Immigration/Department of Foreign Affairs		
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship		Applicant		
1 Original Copy of Certificate of Travel Records  Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application		Bureau of Immigration (BI)		
1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License		Applicant		
Such other documents that the Department/Agency/Local Government Units may require  Note: Other document/s may be required is/are necessary on the case management of intensive cases		Applicant		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	ARRU Social Worker
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	Administrative Aide
2. Filling-up of Application	2.1. Receipt of the duly accomplished application form	None	10 minutes	Administrative Aide IV

Form and Submission of Documents	and documentary requirements from the client			
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the concerned ARRU Social Worker	None	15 minutes	Administrative Staff
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit	None	1 hour, 30 minutes	ARRU Social Worker
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Staff
	2.6. Review and recommending approval of the Unit Head	None	1 hour	ARRU Head
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	Administrative Aide IV
	2.8. Review and recommending approval of the Division Chief	None	1 hour	PSD Chief
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	Administrative Aide
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	Assistant Regional Director for Operations
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	Administrative Aide IV
	2.12. Approval of the Regional Director	None	2 hours	Regional Director
	2.13. Endorsement of the approved Acknowledgment Letter to the Records Section	None	20 minutes	Administrative Aide IV

	and furnishing of a copy of the same document to the ARRU Social Worker			
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.	None	8 hours	ARRU Social Worker
	3.2. Preparation of the Home Study Report (HSR)	None	Within 20 days	ARRU Social Worker
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID	None	8 hours	ARRU Social Worker
	3.4. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	3.5. Review and recommending for approval of the Unit Head	None	4 hours	Unit Head
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	10 minutes	Administrative Aide IV
	3.7. Review and recommending approval of the Division Chief	None	4 hours	PSD Chief
	3.8. Database logging of draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	Administrative Aide IV
	3.9. Review and recommending approval of the Assistant Regional Director for Operations			

	3.10. Database logging of the draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Regional Director	None	4 hours	Assistant Regional Director for Operations
	3.11. Approval of the Regional Director	None	10 minutes	Administrative Staff
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	4 hours	Regional Director
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	10 minutes	Administrative Staff
		None	20 minutes	Administrative Staff
<b>TOTAL</b>		<b>None</b>	<b>21 days, 21 hours, and 35 minutes</b>	

## 12. Placement of Children to Licensed Foster Parent/s

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

<b>Office or Division</b>	ARRU-Foster Care Section (FCS)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government Government to Business Entity
<b>Who May Avail</b>	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Child Case Study Report		Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated		
1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months		Public or Private Clinics/Hospitals		
1 Original SECPA copy of Birth Certificate/Foundling Certificate		Philippine Statistics Authority (PSA)		
Child's Profile		Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated		
Recent Photograph		Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated		
1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist		
1 Photocopy of School Records for Children in School Age		School where the child is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Matching	1.1 Receipt of the dossier of the child from the concerned agency	None	15 Minutes	Administrative Aide IV
	1.2 Encoding of the application in the database then forward it to the concerned technical staff for review	None		
	1.3 Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 Days	ARRU Social Worker
	1.4 Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None		
	1.5 Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the	None		ARRU Social Worker

	Matching Conference or on the comments, if necessary			
	1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	1.7 Review and approval of the acknowledgment letter or comments on the child's dossier	None	1 day	ARRU Head, PSD Chief ARDO, RD
	1.8 Endorsement of the approved Acknowledgment Letter to the concerned agency	None	1 day	Administrative Aide IV, Records Section
	1.9 Invitation of the agency/social worker to the Foster Care Matching Conference	None	1 day	Matching Secretariat
	1.10 Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference	None	1 day	Matching Secretariat
	1.11 Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members	None		
2. Matching Phase	2.1 Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference	None	10 minutes	Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)
	2.2 Brief visual presentation of each case of foster parents and children	None	4 hours	Case Managers from ARRUs, RCFs, CPAs, CCAs, and LGUs
	2.3 Discussion/ provision of comments, observations, and inputs on the case presented	None	2 hours	Matching Secretariat, RCWSG, Case

				Managers from ARRU, RCFs, CPAs, CCAs, and LGUs
	2.4 Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents	None	1 hour	Matching Secretariat, RCWSG
	2.5 Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	Matching Secretariat RCWSG
3. Post-Matching	3.1 Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	3.2 Review and Approval of the Resolution, Certificate of Matching, and transmittal to concerned agency	None	1 day	ARRU Head, PSD Chief, ARDO and RD
	3.3 Endorsement of the approved Acknowledgment/Transmittal Letter to the concerned agency/social worker	None	20 minutes	Administrative Staff
<b>Upon Receipt of Acceptance Letter from FPs</b>	3.4 Receipt of the Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority	None	5 minutes	Administrative Aide IV, Records Section
	3.5 Preparation of the Foster Placement Authority (concurred by the foster parents) and transmittal letter to the concerned agency/social worker	None	30 minutes	Matching Secretariat
	3.6 Approval of the FPA and transmittal letter to the	None	1 day	ARRU Head PSD Chief ARDO



	concerned agency/social worker			Regional Director
	3.7 Sending of the signed FPA and transmittal letter to the concerned agency/ social worker (either face to face, email, or mail through the Records Section)	None	1 hour (for face to face or email)	Administrative Staff/Records Officer
4. Placement and supervision of the foster children with the foster parent	4.1 Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent	None	1 day	Social Worker of the Child and Foster Parents; Foster Parent; Child
	4.2 Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended.	None	1 day	ARRU Social Worker
	4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated	None	Frequent for the first three months; Bi-monthly for the succeeding months  Short term - less than 6 months  Long-term - 6 months or more	ARRU Social Worker
<b>TOTAL (Excluding the supervisory period)</b>		<b>None</b>	<b>10 days, 10 hours, and 10 minutes</b>	

### 13. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then Philippine AIDS Prevention and Control Act of 1998 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

<b>Office or Division:</b>	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	People Living with HIV (PLHIV) and their affected families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Form 1: Intake Form 2. Informed Consent 3. Form 2: Referral for Service 4. Form 3: Referral Feedback 5. Form 4: Referral Registry		Referring agency		
<b>Within the Day Transactions</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients get queuing and accomplish Health Declaration Form	1.1 Issuance of Queue Number and Health Declaration Form	None	5 Minutes	Admin / Security personnel
2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty	2.1 Receive and review of submitted documents  2.2 Provide appropriate action and assistance:  If the client is a referral from other agencies or organizations: • Check Documentary Requirements for particular assistance needed; • Review Referral Forms 1 to 4; and • Proceed to SOP No. 2: Provision of Assistance to PLHIVs  If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:	None	30 minutes	PLHIV Focal Staff / Alternate

	<ul style="list-style-type: none"> <li>• Consult Directory to identify the appropriate service provider / agency;</li> <li>• Fill-out Form 2 then give it to the client;</li> <li>• Fill-out Form 4 then place it in the client's file;</li> <li>• Complete and update Referral Register on spreadsheet;</li> <li>• Advise client to go to the Receiving Agency; and</li> <li>• Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</li> </ul>			
	3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS			
3. Accomplish Client Satisfaction Survey Form	<p>4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:</p> <ul style="list-style-type: none"> <li>• Coordinate with Receiving Agency and seek for updates;</li> <li>• Ask for Form 3 either from the client and or Receiving Agency;</li> <li>• Review Form 3; and</li> <li>• Complete and update Case File and Referral Register</li> </ul>	None	<p>5 minutes</p>     <p>15 minutes</p>	<p>PLHIV Focal Staff / Alternate</p>     <p>PLHIV Focal Staff / Alternate</p>
<b>TOTAL</b>		<b>NONE</b>	<b>55 minutes</b>	

## 14. Processing of Adoption Application and Placement

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

Office or Division:	Field Offices and Central Office - Adoption Resource and Referral Division (PMB-ARRD/ARRS)	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen	
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prospective Adoptive Parent/s (PAP/s) Dossier		
1. Home Study Report (HSR);		DSWD FOs, CCAs, CPAs, LGUs
2. Certificate of Attendance to Adoption Forum;		DSWD Field Office/CCAs/CPAs
3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;		Philippine Statistics Authority (PSA)
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;		Philippine Statistics Authority (PSA) Philippine Courts
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;		Applicant
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report;		Licensed Physician
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)		Licensed Psychologist

8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
<b>Additional Requirements for Foreign Nationals</b>	
13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.  In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.  For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the	Embassy / Foreign Adoption Agency / ICAB

Philippines and/or the child's possible entry to the PAP's country of origin.	
14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
15. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	Character Reference
16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	Police Station
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	
<b>C. Child's Dossier</b>	
<b>Surrendered Children</b>	<b>Where to Secure</b>
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<b>Abandoned/Foundling/Neglected Children</b>	

1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<b>Additional Supporting Documents</b>	
1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/ Psychological Evaluation Report	
3. DVC of husband (if child was born within a valid marriage( Marriage Certificate (if necessary)	
<b>For Relative Adoption</b>	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children 2. Notarized Oath and Undertaking by the guardian/relatives 3. Family Genogram with Birth Certificate	
<b>For Cases of Children with Finalized Domestic Adoption</b>	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate 2. Certified True Copy of the Adoption decree 3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> <li>• Court where the domestic adoption was finalized</li> <li>• Court where the domestic adoption was finalized</li> <li>• Philippine Statistics Authority (PSA)</li> <li>• Adoptive Parents</li> </ul>
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;	Foreign Adoption Agencies (FAAs)

HSR prepared by an accredited Foreign Adoption Agencies (FAAs)

Certification that the said FAA is accredited by ICAB

## Inter-Country Adoption Board (ICAB)

If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
I.FO-Level <b>A. Processing of Adoption Application</b>	1.Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	FO ARRS/SWAD
-The Prospective Adoptive Parent/s inquire (either thru phone/walk-in/email/ DSWD dashboard)/file application to the concerned Field Office.	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.	None	Within the day upon receipt of the PAP/s case  One (1) day	FO ARRS/SWAD
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO:	None		PAP/s/DSWD FO ARRS
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		FO ARRS/SWAD



	<p>5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.</p> <p>6. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)</p> <p>7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching</p>	None	<p>Within a month from the date of filing of application for adoption of the PAPs,</p>	<p>FO ARRS/SWAD</p> <p>Note: The number of signatories in the documents shall be limited to only 3 signatories</p>
<b>TOTAL</b>		None	<b>5 -15 months</b>	
<p><b>I. Regional Level Placement of Children to PAP/s through Regional Matching</b></p> <p><b>Endorsement of the Dossier of the PAPs and child for Regional Matching</b></p>	<p>1. Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents</p> <p>2. Inform the concerned agency on the comments and recommendations through an official memo.</p>	None	<p>Within two (2) working days from the receipt of CDCLAA</p> <p>Within three (3) days upon receipt of dossier</p>	<p>FO- ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>
	<p>3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching</p> <p>4. Invite the RCWSG members to the matching conference.</p>	None	<p>At least three (3) days prior to the scheduled matching conference.</p> <p>At least three (3) days prior to the scheduled matching conference</p>	<p>FO ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>
	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s	None	At least three (3) working days before the	FO- ARRS Social Worker

	<p>6. Conduct /present the child and PAP/s' case in the matching conference</p> <p>7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s</p> <p>8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,</p> <p>9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office.</p> <p>All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation by the social worker managing the case.</p> <p>10. Inform the PAP/s on the result of the matching (if matched)</p> <p>Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.</p>		<p>matching conference.</p> <p>One (1) day (Matching Conference at least twice a month but not exceeding four times a month)</p> <p>During the matching conference</p> <p>After the matching conference</p> <p>Within three (3) days from the date of matching</p> <p>A day after the matching conference</p> <p>Within two (2) days after receipt of the notice of the result of matching</p>	<p>Child and PAP/s handling social worker</p> <p>RCWSG, FO-ARRS. CCAs/CPAs 'Social Workers</p> <p>Regional Director</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p> <p>PAP/s'/SWAD Social Worker</p> <p>PAP/s</p>
	<p>11. Pre-Adoptive Placement Authority (PAPA) shall be issued</p>	None	<p>Within two (2) days after the receipt of the</p>	<p>FO- ARRS Social Worker</p>

	once received the written acceptance letter of the PAP/s.		acceptance letter of the PAPs	
	12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.	None	Within 10 days from the receipt of PAPA duly conformed by the PAP/s'	PAP/s' and child Social Workers
	13. Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.	None	Three (3) months after the placement of the child to the custody of PAPs	PAP/s' Social worker
	14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director.  Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel.  Note: End of process for Administrative Phase.	None	A day after receipt of the final post-placement supervisory report  Within 30 days after the receipt of CA.	DSWD FO- ARRS Social Worker)  Regional Director  PAP/s Social Worker  Note: The number of signatories in the documents shall be limited to only 3 signatories
<b>II. CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference/Issuance of ICA</b>	Upon receipt of the child and PAP/s' dossiers, the PMB-ARRD matching secretariat shall conduct the following:  1. Acknowledge and review the Child /Home Study Report and other documentary requirements and make assessment and recommendation.  2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an	None	Within a day after the upon receipt of the dossier  Within three (3) days upon	PMB ARRD Social Worker  PMB-ARRD Social Worker

	<p>official letter or memorandum, approved by the Bureau Director</p> <p>3. Prepare a roster of children and PAP/s available for interregional matching.</p> <p>Inform and invite and request the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.</p> <p>4. Inform and invite the NCWSG members to the matching conference.</p> <p>5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review</p> <p>6. Conduct/present the case of the child/ren and PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).</p> <p>7. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.</p> <p>Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.</p> <p>8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance</p>		<p>receipt of the dossier</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days before the matching conference</p> <p>On the day of scheduled matching conference (At least once a month, but not exceeding four (4) times a month)</p> <p>On the day of matching conference</p> <p>After the matching conference</p> <p>Within two (2) days after the matching conference</p>	<p>PMB Director</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>Child/PAP/s Social Worker</p> <p>NCWSG</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p>
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	<p>(ICA), except for children below three (3) years old.</p> <p>All cases for relative intercountry adoption/cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by the social worker. Endorsed immediately to ICAB the original copy of child's dossier, along with the original copy of ICA clearance, as signed by the Bureau Director</p>			
	<p>9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members. and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.</p> <p>If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director.</p>	None	<p>A day after the matching conference</p> <p>Within two (2) days upon receipt the notice of matching result</p>	<p>PMB Bureau Director</p> <p>PAP/s</p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p> <p>11. Facilitate the approval of the PAPA by the Bureau Director or his/her duly authorized representative, upon receipt of the Acceptance Letter from the PAP/s and endorse to DSWD residential facilities/CCAs/CPAs concerned</p>	None	<p>Within the day, after the receipt of the result of the matching</p> <p>Within the day from the receipt of Acceptance Letter from the PAP/s</p>	<p>PAP/s</p> <p>PMB –ARRD Social Worker</p> <p>PMB Bureau Director</p>
	12. Facilitate the approval of the Pre-Adoption Placement Authority	None	Within the day after the receipt of the PAP/s'	PMB-ARRS Social Worker

	(PAPA), signed by the Bureau Director		Acceptance Letter	
	13. Coordinate and facilitate child's actual physical transfer to the PAP/s		Within 10 days after the receipt of the PAPA	PAP/s' Social Worker
	14. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA). at the final supervisory report.		Three (3) months after placement of the child	PAP/s' Social Worker
	15. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report		Within the day, after the receipt of the third/final post placement supervisory report	DSWD Undersecretary for Operations
Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department				
<b>TOTAL</b>		<b>NONE</b>	<b>25 Days Maximum depending on the case of the child</b>	

## 15. Provision of Assistance to Clients of the Vocational Rehabilitation Centers

Procedure on the management of clients' cases and provision of assistance to clients of Vocational Rehabilitation Centers managed by DSWD Field Offices i.e. National/ Area Vocational Rehabilitation Centers and Center for the Handicapped.

<b>Office or Division:</b>	Center Development Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Field Offices Center Facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Admission Phase</b>				
1. Client submits for initial interview and assessment	<p>1. Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center.</p> <p>Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreach or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.</p> <p><i>Remarks: In the new normal, online registration virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.</i></p>	None	2 hours	Social Worker
Receives a list of documentary requirements or referral to other agencies	<p>2. Accomplishes the intake sheet and submits it to the Supervising Social Worker for case assignment.</p> <p>Provides the list of documentary requirements for compliance of the client's family, if the client is found eligible to avail of the service</p> <p>Refers the client to LGU, families, and other agencies who can respond to his/her needs, if the client is found</p>	None	One day	Social Worker

	not eligible to avail of the service.			
Submit self for physical medical examination	3. Refers the client to the Medical Officer for physical examination. Should the Medical Officer request laboratory tests, the client shall be given one day to comply with the required tests.	None	30 minutes	Social Worker, Medical Officer, Client
Submit self for psychological assessment	4. Refers the client to the Vocational Guidance and Psychological Services for the initial assessment to determine his/ her psychological functioning, if client is assessed to be physically fit	None	2 hours	Social Worker Psychologist/ Psychometrician
	<p>5. Conducts home visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report</p> <p>For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit to the client to gather information.</p> <p>The social worker prepares the social case study report</p>	None	45 days	Social Worker (VRC)/ Social Worker (LGU)
<b>Admission Phase</b>				
Attends the orientation on the facility's programs and services.	1. Orients the client about the facility, its programs and services, exploratory courses, schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client's conformity.	None	1 hour	Social Worker, Client



	The Social Worker accomplishes Admission Slip.			
	<p>2. The rehabilitation team conducts the 1<sup>st</sup> Rehabilitation Team Meeting. The client's case is presented and discussed including the information from the client and from the collateral information gathered.</p> <p>The discussion includes details on the exploratory training (2-3 courses within five days per course), result of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services.</p>	None	4 hours	Rehabilitation team
	3. The social worker calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months).	None	2 hours	Social Worker, Rehabilitation Team
<b>Social Rehabilitation Phase</b>				
Attends the social rehabilitation training for two to three months on functional literacy, independent living, personality development, physical functioning, work adjustment, etc.	<p>1. The Social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client.</p> <p>The Social Worker prepares and consolidates all reports from different services.</p> <p>The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results</p>	None	3 months	SAS, VPGS, Training, Medical and Dental Services

	of monitoring and evaluation done while attending the social rehabilitation.			
	2. Convenes rehabilitation team for an evaluation conference to discuss and assess the results of Social Rehabilitation Training and determine the client's readiness for vocational rehabilitation training.	None	1 hour	Social Worker, Vocational Training Members, Rehabilitation Team
Proceed for the vocational rehabilitation training phase and/ or receives certificate of attendance for the completion on social rehabilitation training program.	3. Endorse client to proceed to the vocational rehabilitation training phase, if client is willing.  If the client decides NOT to proceed to the vocational training, provides certificate of attendance for the completion on social rehabilitation training program.		20 minutes	Social Worker, Clients
	4. Convenes the rehabilitation team to determine and finalize the client's vocational training course to take, vocational training schedules and other needed requirements.  The team finalizes the vocational rehabilitation goals of client.	None	2 hours	Social worker Rehabilitation Team Client
<b><i>Vocational Rehabilitation Phase</i></b>				
Attends to the vocational training services based from the chosen vocational course	1. Refers the client to the vocational training services to acquire skills along his/ her chosen vocational course and duration period from three up to nine months.  The psychologist/ psychometrician conducts vocational counselling session to the client for guidance.	None	3 to 9 months	Social Worker, Psychologist/ Psychometrician

	<p>2. The rehabilitation team monitors and submits progress reports within 3-9 months period providing feedback on significant effects/ benefits of the vocational rehabilitation attended by client.</p> <p>The Social Worker consolidates all reports from different services.</p> <p>The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase.</p>	None		Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service
	<p>3. The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of the client.</p> <p>If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss and agree on plans and schedules for the OJT of client.</p>	None	3 hours	Social Worker, Rehabilitation Team
	<p>4. Social Worker prepares referral letter to the concerned parties. If the client wants to take other options or proposals for further training/ employment, then the rehabilitation team will assist him/her on the matter.</p>	None	1 hour	Social Worker/ Rehabilitation team
	<p>5. The Social Worker calls the rehabilitation team meeting to discuss the conduct of the On-the-Job (OJT) Training of client for two-three months.</p>	None	3 hours	Social Worker, Placement Officer, Rehabilitation Team

	The rehabilitation team discusses/ finalize the referral letter and MOA/ MOU with employers.			
	6. Prepares the referral letter and MOA/ MOU with employers.	None	1 hour	Social Worker
<b>On-the-Job Training Phase</b>				
Attends the OJT based on recommendation of the rehabilitation team.	<p>1. Monitors clients on matters such as attendance, behavior, work attitude and work habit.</p> <p>The social worker prepares monthly feedback report.</p> <p>The employer submits an evaluation report based on the performance of the client.</p>	None	2-3 months	Social Worker Placement Officer Client Employer
	<p>2. Convenes the rehabilitation team to discuss the results of the OJT of client based on employer's final evaluation report.</p> <p>If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement</p>	None	45 minutes	Social Worker, Rehabilitation Team Client Employer
<b>Job Placement Phase</b>				
Avails of open employment, self-employment or sheltered employment	1. Refers client to open employment, self-employment or sheltered employment within three months.		3 months	Social Worker, Placement Officer, Client
	2. Submits an evaluation on program implementation citing effects/ benefits to the social worker and members of the Rehabilitation Team recommending for the closure of the case having achieved the vocational rehabilitation indicators.		1 day	Placement Officer, Rehabilitation Team, Employer

	<p>When job placement indicators have been achieved within three (3) months from the date of actual job placement, the graduate and the employer are formally informed on recommendation for the closure of the case</p> <p>The Placement Officer and Rehabilitation team identify gaps to enhance the provision of the vocational rehabilitation programs and services. Feedback reports from client after undertaking the vocational rehabilitation training program are elicited and responded.</p> <p>The social worker prepares an updated social case study report.</p>			
<b>Discharge Phase</b>				
	<p>1. Conducts pre-discharge conference with the rehabilitation team involving the family member, referring party and LGU to discuss the nature of discharge and after care plan of client within three-six months.</p> <p>The nature of discharge includes but not limited to open employment, self-employment, sheltered employment, independent living, family, employer, LGU acceptance, dropped out or terminated.</p> <p>The discharge/ termination plan is formulated with the client and other stakeholders prior to actual termination.</p>	None	2 hours	Social Worker, Client, Family Member, Referring Party/LGU

	2. Calls for the final discharged conference with family member and referring party to finalize the discharged plan.	None	2 hours	Rehabilitation team Referring party/ LGU
Accomplishes Client Satisfaction Survey	3. Administers satisfaction survey either online or personal fill-in the form.  <i>Remarks: In the context of the pandemic, filling up the satisfaction survey can be done either through email or personal filling-out of survey or other modalities, whichever is applicable to the client.</i>	None	10 minutes	Social Worker, Client
<b>VI. Post Discharge</b>				
	1. Conducts monitoring visit to clients within 3 to 6 months after the discharge to determine the status of client in the family or community.  The Social Worker prepares termination/ closing summary report of client.  <i>Remarks: In the context of the pandemic, the social worker conducts virtual platforms/ teleconference or other forms of modalities to monitor status of client in the family or community.</i>	None	3-6 months after discharge	Social Worker,
<b>TOTAL</b>		<b>NONE</b>	<b>18 months maximum, until job placement phase when availed</b>	

## 16. Provision of Assistance to Person living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of this assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and; contributing to the overall response of the national government to HIV and AIDS.

Office or Division:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	People Living with HIV (PLHIV) and their affected families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Hospital Bill		
1. Any valid identification card of the client/ person to be interviewed	•Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	•Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)	•Billing clerk of the hospital	
4. Social Case Study Report/ Case Summary	•Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities	
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	•From the Barangay where the client is presently residing.	
Medical Assistance for Medicine		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (original and one(1) photocopy)	•Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	
2. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three (3) (original and one(1) photocopy)	•Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	
3. Any valid identification card of the client/ person to be interviewed	•Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	
4. Social Case Study Report/ Case Summary	•Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities	
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	•From the Barangay where the client is presently residing.	
Medical Assistance for Laboratory Requests		

1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Funeral Bill</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,</li> </ul>
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader</li> </ul>
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>



<b>Educational Assistance</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Validated school ID of the student beneficiary	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
2.Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
3. Statement of Account for college students, when available. This may not available to State Universities Registrar (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar officer, Authorized staff from the school</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Food Assistance for Individuals and Families</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> <li>From the Barangay where the client/s is/are presently residing.</li> </ul>
<b>Transportation and Cash Assistance for Other Support Services</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  -Passport, Travel Document/s, certification from OWWA or the Barangay  -Certification from social worker or Case manager from rescued clients.  -Police Blotter and social worker's certification for the victims of online sexual exploitation of children  - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.	<ul style="list-style-type: none"> <li>Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.</li> </ul>
3.For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplished Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 minutes	Admin / Security Personnel
2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs/queries of the client	None	5 minutes	Designated PLHIV Focal Staff / Alternate
	<p>If asking for <b>informational service</b>, provide the necessary information and a copy of the checklist of requirements.</p> <p>If <b>submission of requirements</b> to avail service, receive documents</p> <p>2.2 Review documents submitted by client.</p> <p>If the client is a <b>referral</b> from other agencies or organizations:</p> <ul style="list-style-type: none"> <li>Check Documentary Requirements for needed Assistance and completeness of forms for referrals</li> </ul> <p>If the <b>walk-in client</b>, PLHIV:</p> <ul style="list-style-type: none"> <li>Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance</li> </ul> <p>If supporting documents are <b>incomplete</b> and <b>non-compliant</b>, provide a checklist.  <i>Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.</i></p>	None	5 minutes	Designated PLHIV Focal Staff / Alternate

3. Client to fill-out necessary fields in prescribed forms	3. Conduct of further verification of submitted documents and probing interview	None	15 minutes	Designated PLHIV Focal Staff / Alternate
	<ul style="list-style-type: none"> <li>• Verify submitted requirements for veracity, consistency, and authenticity. <ul style="list-style-type: none"> <li>- If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client;</li> <li>- Provide checklist and identify which document is inauthentic and inadequate.</li> </ul> </li> <li>• Conduct assessment and intake interview</li> </ul>			Designated PLHIV Focal Staff / Alternate
	4. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs	None	15 minutes	Authorized approving personnel
	<p>If assistance may be directly provided:</p> <ul style="list-style-type: none"> <li>• Preparation of Certificate of Eligibility</li> <li>• Encoding of client's information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency;</li> <li>• Submit documents to authorized personnel for review and approval;</li> <li>• Ensure all required signatories and fields are accomplished.</li> </ul> <p>If client needs to be referred to other OBSUs such as the CIS and SLP:</p> <ul style="list-style-type: none"> <li>• Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices;</li> <li>• Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification.</li> </ul>		<p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance being sought for</p> <p>If not, within three (3) working days or depending on the availability of funds and/or authorized approving</p>	Designated PLHIV Focal and/or Alternate
	5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider	None		Authorized approving personnel
				Designated disbursing officer

	<ul style="list-style-type: none"> <li>• Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation;</li> <li>• Preparation of vouchers of designated personnel; and</li> <li>• Actual disbursement of assistance to client</li> </ul>		officers; as well as the amount and assistance being sought	
4. Client accomplish Client Satisfaction Survey Form	6. Issue Client Satisfaction Survey (CSS) Form to client <ul style="list-style-type: none"> <li>• Ask client to completely fill-out the CSS Form;</li> <li>• Collect accomplished form and submit to designated personnel for consolidation</li> </ul>	None	10 minutes	<i>Designated PLHIV Focal and/or Alternate</i>
<b>TOTAL</b>		<b>For within the day transaction: 1 hour and 45 minutes</b>  <b>If not within the day: 3 days, 1 hour, and 15 minutes</b>		

## 17. Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance with the Republic Act No. 9994 or the "Expanded Senior Citizens Act of 2010" which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

<b>Office Division</b>	or	Program Management Bureau - Sectoral Programs Division
<b>Classification</b>		Highly Technical
<b>Type Transaction</b>	of	G2G-Government to Government ; G2C-Government to Citizen
<b>Who may avail:</b>		Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO, and other insurance agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing Government ID		
Social Pension Application Form		<b>BSCA:</b> The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA.  or  <b>OSCA:</b> The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality.  BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.		
1 <sup>ST</sup> PHASE VALIDATION AND ASSESSMENT OF THE SOCPEN BENEFICIARIES' SUBMITTED MASTERLIST				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries	1.1 The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.	None	Within 7-14 working days from the receipt of the certified list	<ul style="list-style-type: none"><li>• OSCA</li><li>• LSWDO</li><li>• Referring agencies/ organizations and other stakeholders</li><li>• Walk-in Applicants</li><li>• DSWD FO RSPU</li></ul>
	1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)	None		
	1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.	None		
	1.4 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.			

		None		
2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	<p>2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office –Social Pension Unit for cross-matching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.1.2. If No: DSWD FO RSPU to provide data/results through an Official letter to LGUs for revalidation/grievance.</p> <p>2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.</p> <p>2.1.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>2.1.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.</p>	None	Within 7-14 working days	<ul style="list-style-type: none"> <li>DSWD Field Office – RSPU</li> <li>DSWD Central Office - Social Pension Unit</li> </ul>
3. DSWD FO RSPU encodes/uploads	3.1 DSWD FO RSPU encodes/uploads the consolidated validated list submitted to the	None	Within 7-14 working days	<ul style="list-style-type: none"> <li>DSWD Field Office - RSPU</li> </ul>

validated list of beneficiaries	DSWD CO Social Pension Unit for data cleansing and eligibility test.			
4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.  4.1.1. DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU	None  None	Within 20 working days  <i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i>	<ul style="list-style-type: none"><li>DSWD Central Office - Social Pension Unit and ICTMS</li></ul>
5. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	5.1 DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.  5.1.1. Per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.	None  None	Within 7-14 days	<ul style="list-style-type: none"><li>DSWD FO -RSPU</li><li>LSWDO</li><li>OSCA</li></ul>
6. Qualified Indigent Senior Citizen notified and received qualification to the program	6.1. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program.	None	None	<ul style="list-style-type: none"><li>Indigent Senior Citizen</li></ul>
TOTAL PROCESSING TIME		NONE	76 days maximum processing time per the Master list submitted	
2 <sup>ND</sup> PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)				
1. DSWD FO facilitates the cash advance.	1.1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	Within 7-10 working days before informing the LGUs on the conduct of pay-out.	<ul style="list-style-type: none"><li>DSWD Field Office Finance Unit</li><li>DSWD FIELD OFFICE - RSPU</li></ul>

2. DSWD FO SDOs encash the cash advance	2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	Within working days before the conduct of pay-out.	1-3 days of	<ul style="list-style-type: none"><li>DSWD Field Office Finance Unit identified SDOs</li><li>DSWD FO - RSPU</li></ul>
3. DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout	3.1. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout  3.1.1. Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.  3.1.2. LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.	None	Within 5 working days before the pay-out		<ul style="list-style-type: none"><li>DSWD Field Office – RSPU</li><li>OSCA/LSWDO</li></ul>
TOTAL PROCESSING TIME		NONE	Within 13-18 days processing time before the conduct of payout.		
3 <sup>RD</sup> PHASE: CONDUCT OF PAYOUT					
4. Conduct of the Social Pension Payout	4.1. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout  4.1.1.The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during	None	Within 15 days upon release of the cash advance		<ul style="list-style-type: none"><li>Indigent Senior Citizen</li><li>DSWD Field Office - RSPU</li><li>OSCA/LSWDO</li></ul>



**NOTE:** Turnaround/ Processing time depends on the availability of the DSWD Field Office Identified SDOs, schedules of payout and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

<b>Office or Division:</b>	Sectoral Programs Division/ DSWD Field Offices
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Case Management</b>	
1. Travel documents (for Repatriated TIP Victims) 2. Valid ID 3. Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
<b>Medical Assistance</b>	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital where the client is admitted or seen.
<b>Educational Assistance</b>	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian	School where the client is enrolled
<b>Skills Training</b>	
1. Official receipt from the training school (TESDA/ CHED accredited training school). 2. Valid school ID	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 2. Valid ID	Employer of the client
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**Financial Assistance for Livelihood**

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. 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. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
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**Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking**

1. No Documents needed.	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.
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**Provision of Temporary Shelter**

1. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.
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**Support for Victim-survivors/ Witness and Transportation Assistance**

1. Valid ID 2. Social Case Study Report Official receipt for the client's board and lodging	DSWD Field Offices
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CLIENT STEPS	AGENCY ACTIONS	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	1.1 Interview of the client 1.2 Provide Psychosocial Counseling 1.3 Assessment	None	15 minutes 30 minutes 30 minutes	RRPTP Social Worker

Worker	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	RRPTP Worker Residential Care Social Worker
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	RRPTP Worker Social
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.	None	7-15 Days	SLP Staff and RRPTP Social Worker
	2.2 Processing of the assistance being sought;	None	3 working days	RRPTP Worker Social
	a. Preparation of Voucher (if financial related) b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)			
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	1-2 working days	
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	None	1-2 working days	
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None		

<b>Total for Temporary Shelter</b>	<b>None</b>	<b>2 hours</b>	
<b>Total for Livelihood Assistance</b>	<b>None</b>	<b>12 Days</b>	
<b>Total for other Assistance</b>	<b>None</b>	<b>5 Days</b>	

## 19. Provision of Centenarian Gifts to Centenarian

Republic Act 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation and Posthumous Plaque of Recognition, at the national level.

<b>Office or Division:</b>	Program Management Bureau – Sectoral Programs Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C-Government to Citizen		
<b>Who may avail:</b>	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>For Living Centenarians:</b>			
Birth certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Philippine Passport		Department of Foreign Affairs (DFA)	
Identification cards		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)	
Marriage Certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Birth Certificates of children		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Affidavits executed by at least two (2) disinterested persons		Lawyer (either public or private)	
Old School or Employment records		School or Employment agency	
Baptismal and/or Confirmation records		Parish church and other religious denomination	
Medical and/or Dental examination		Government / private doctors or dentist	
Other related documents		National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans	
<b>For Deceased Centenarians:</b>			

Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Certificate of live birth of the nearest surviving relative	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices

*\*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application of centenarians and/or nearest surviving relative	1. The DSWD Field Office received the masterlist of the centenarians through the following: 1.1. The Local Government Units through the Office for Senior Citizens Affairs or the Local Social Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city/municipality. 1.2. Endorsement from the legislators; Office of the President; among others 1.3. Walk-in clients	None		Applicant LGU
2. DSWD FO conducts validation to the identified masterlist of	2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted	None	Desk validation: 1-3 working days	Project Development Officer II (Centenarian focal)

centenarian applicants	<p>and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians</p> <p>2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.</p> <p>2.2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative</p> <p>2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p> <p>3. The Centenarian focal person shall send a</p>	None	<p>Home Validation: 1-15 working days</p> <p>N/A</p>	<p>Centenarian applicants and/or nearest surviving relative</p> <p>Centenarian focal person and LGU</p> <p>Centenarian focal person</p>
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	<p>letter duly signed by the Regional Director to the LGU citing the result of the assessment:</p> <p>3.1. Ineligible centenarians</p> <p>3.2. Eligible centenarians</p> <p>Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1-5 days</p> <p>working</p>	<p>Centenarian focal person</p>
<p>4. DSWD FO to facilitate the centenarian gift of the eligible centenarians</p>	<p>4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p> <p>4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.</p>	<p>None</p> <p>None</p>	<p>1-20 days</p> <p>working</p>	<p>Centenarian focal person</p> <p>FO – Special Disbursing Officer</p>
<p>5. DSWD FO to release the centenarian gift of the eligible centenarians</p>	<p>5. Release of Centenarian Gift to Centenarian</p> <p>5.1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.</p>	<p>None</p>	<p>1-3 days</p> <p>working</p>	<p>Centenarian focal person</p>



	<p>5.2. The centenarian gift shall be released to the eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode:</p> <p>a. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU</p> <p>b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative</p>		1-20 working days	<p>FO-Special Disbursing Officer; Centenarian focal person and LGU</p> <p>FO-Cash Unit</p>
<b>TOTAL</b>		<b>NONE</b>	<b>66 days</b>	

## **STANDARDS BUREAU (SB)**

### **FRONTLINE (EXTERNAL) SERVICES**

- 1. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity**

The process of assessing the applicant person/individual, corporation, organization or association's eligibility for Temporary Solicitation Permit to conduct national fund raising campaign during State of National Emergency/Calamity.

<b>Office or Division:</b>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
<b>Classification:</b>	Thru a Fast Lane Established for the Purpose		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"><li>Standards Section (SS) of the concerned DSWD Field Office</li><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 2 - DSWD-SB-PSF-002: 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"><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <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"><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <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"><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>	

<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>5.1. Ticket, Ballots, Cards and similar forms</p> <p>5.2. Donation Boxes, Coin Banks and other similar forms</p> <p>5.3. Benefits show such as fashion show, concert and similar activities</p> <p>5.4. Photo or Painting Exhibits and similar activities</p> <p>5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>5.6. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>5.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
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**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
Step 1: Submit Application Documents	1. Determine whether the submitted documents are complete.	None	10 minutes	Support Staff, Standards Bureau, DSWD Central Office
	1.1. <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			
	1.2. <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
	2. Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office	None	40 minutes	Section Head Standards Bureau DSWD Central Office*

<b>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</b>				
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p><b>Step 2a – If found compliant to eligibility and documentary requirements</b></p> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p>	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
Step 2: Awaits the result of Assessment	<p><b>Step 2b – If found non-compliant to eligibility and documentary requirements</b></p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p> <p>2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>		2 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
			3 hours	Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
Step 3: Awaits the result of application	<p>3.1 Review and Sign assessment report with the complete application documents</p> <p>3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and</p>	None	3 hours 10 minutes	Section Head/ Division Chief SCMD Standards Bureau,,DSWD Central Office*

	endorse the same to the Office of the Bureau Director			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office*
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign			
	4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
Step 6: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	DSWD Secretary or Authorized Representative
Step 7: Receive the Certificate	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Standards Bureau DSWD Central Office
TOTAL				
Complete and Compliant:		None	3 working days	
Complete and Non-Compliant Submission:		None	4 hours and 50 minutes	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier				
STEP 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	Support Staff in-charge of incoming documents

**Note:** Application documents received after 3:00 PM shall be considered as a next working day transaction.

Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	May conduct validation activities, collateral interview and/or agency visit, if necessary.			
	Step 2a – If found compliant to eligibility and documentary requirements			
	3. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			
Step 2: Awaits the result of Assessment	4. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director	None	2 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	Step 2b – If found non-compliant to eligibility and documentary requirements			
	b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
	b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents	None	3 hours 10 minutes	Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
	3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and			

	endorse the same to the Office of the Bureau Director.			
<i>Step 4: Awaits the result of application</i>	4.1 Review and Sign assessment report with complete application documents	None	2 hours	<i>Office of the Bureau Director Standards Bureau DSWD Central Office*</i>
<i>Step 5: Awaits the result of application</i>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign 5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*</i>
<i>Step 6: Awaits the result of application</i>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>
<i>Step 7: Receive the Certificate</i>	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	<i>Standards Bureau DSWD Central Office</i>
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		None	3 working days	
<b>Incomplete and/or complete but non-Compliant Submission:</b>		None	4 hours and 50 minutes	

*\*The number of minutes shall be included on the total number of working days.*

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.



<b>Office or Division:</b>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	<ul style="list-style-type: none"><li>• Government to Client (G2C)</li><li>• Government to Government (G2G)</li></ul>		
<b>Who may avail:</b>	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.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>			
1.	Duly Accomplished Application Form	<ul style="list-style-type: none"><li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li><li>• DSWD-SB- PSF-001: Application Form</li></ul>	
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 <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA</i></b>	<ul style="list-style-type: none"><li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	
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. <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b>	<ul style="list-style-type: none"><li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	
4.	Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan	<ul style="list-style-type: none"><li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li></ul> Annex 5 - DSWD-SB-PSF-003: Project	

(WFP) of the intended activity indicating details of the methodology to be used.	Proposal
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> 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 relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> <li>From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.	<ul style="list-style-type: none"> <li>From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>
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 8.6 Others	<ul style="list-style-type: none"> <li>from the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	<ul style="list-style-type: none"> <li>From the attending physician or Hospital Records Section</li> </ul>
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> <li>From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein 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"> <li>From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>

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)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>DSWD-SB-PSF-008: Board Resolution</li> <li>DSWD-SB-PSF-009: Pledge of Commitment</li> </ul>
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
14. 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"> <li>From the Applicant as issued by the concerned Field Office</li> </ul>

**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 3: Submit/file application documents	<p><b>If Complete and Compliant:</b></p> <p>1.1. Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p> <p><b>If found incomplete or non-compliant,</b></p> <p>1.1 Communicate with the applicant citing reason/s for non-processing and denial.</p> <p>1.2 Return all documents submitted accompanied by a letter providing</p>	<p>None</p> <p>None</p>	<p>*15 minutes</p> <p>3 days</p>	<p>Focal Person -Standards Section DSWD Field Office</p> <p>Focal Person -Standards Section DSWD Field Office</p>

	<i>technical assistance and a checklist of requirements for applicant Organization's compliance.</i>			
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
STEP 4: Wait for the result of the assessment	<p>1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval</p> <p>1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>7 days</p> <p>2 days, 6 Hours and 30 minutes</p> <p>1 day</p> <p>1 day</p>	<p><i>Focal Person -Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office</i></p> <p><i>Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</i></p> <p><i>Assistant Secretary</i></p> <p><i>Undersecretary</i></p>

	<p>1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p> <p>1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	2 days	DSWD Secretary or Authorized Representative
	<p><b>If disapproved to requirements:</b></p> <p>1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</p> <p>1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</p>	None	3 days	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the approved National Fundraising Campaign	None	1 Hour and 30 minutes	Focal Person – Standards Compliance and Monitoring Division

	Authority/Permit through Conforme Letter			(SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter			
	1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱1,000.00	14 working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱1,000.00	Three (3) days	
<b>Incomplete Submission:</b>		None	30 minutes	

\*The number of minutes shall be included on the total 14 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

### 3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity.

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity</b>		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul>	Annex 2 - DSWD-SB-PSF-002: 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul>	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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul>	Annex 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul>	Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Additional Requirements for Persons	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	
a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity		
6. Official Receipt as proof of payment of processing fee issued by the	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	

concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	
<b>B. For Person/s representing an unorganized/unregistered group</b>	
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"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>
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"> <li><a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>



<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> <li>• <a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>
<p>4. Additional Requirements for Persons representing an informal/unorganized group</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p> <p>c. Endorsement Letter from the group the person is representing with</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>5. 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"> <li>• Applicant</li> </ul>
<p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
<p><b>C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations</b></p>	

<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"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/</a></li> <li>Annex 2 - DSWD-S B-PSF-002: Application Form</li> </ul>
<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"> <li><a href="http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/</a></li> <li>Annex 5 - DSWD-S B-PSF-003: Project Proposal</li> </ul>

<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> <li>• <a href="http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/</a></li> <li>Annex 7 - DSWD-S B-PSF-006: Undertaking</li> </ul>
<p>4. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> <li>• <a href="http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-download-s-public-solicitation-forms/</a></li> <li>Annex 12 - DSWD-S B-PSF-010: Fund Utilization Report</li> </ul>
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>6. 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>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

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	
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>
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"> <li><a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 5 - DSWD-SB-</li> </ul>

	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"> <li>• <a href="http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">http://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>
4. 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"> <li>• Applicant</li> </ul>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>

6. Sample of additional specific requirements for each methodology to be used, such as:	Applicant
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	

**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)</b>				
<b>Step 1:</b> Submission of Application	1. Determine whether the submitted documents are complete.  <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.1. Prepares billing statement for the payment of the processing fee to Cash Section 1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.  <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	PhP500.00	30 minutes	Standards Section Support Staff

**Note:** Application documents received after 3:00 PM shall be considered as a next working day transaction.

<b>Step 2: Awaits the result of Assessment</b>	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i>  <b>Step 2a – If found compliant to eligibility and documentary requirements</b>  1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary  2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office
<b>Step 2: Awaits the result of Assessment</b>	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	2 hours	NFRC Focal Person – Standards Section – DSWD Field Office
	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	Standards Section Head/ Division Chief/Regional Director
<b>Step 3: Awaits the result of application</b>	4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	Standards Section Head

<b>Step 4: Awaits the result of application</b>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	Division Chief
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized Representative
<b>Step 6: Receive the Certificate</b>	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standards Section – DSWD Field Office
<b>TOTAL Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	6 hours	
<b>Incomplete Submission:</b>		None	30 minutes	
<b>B. Processing Procedures of Applications submitted at Field Office through Mail/Courier</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Standards Section Support Staff in-charge of incoming documents
<b>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</b>				
<b>Step 2: Awaits the result of Assessment</b>	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  May conduct validation activities, collateral interview and/or agency visit, if necessary.	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office



	<b>Step 2a – If found compliant to eligibility and documentary requirements</b>  1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary  2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
<b>Step 2: Awaits the result of Assessment</b>	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  3. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	2 hours	NFRC Focal Person – Standards Section – DSWD Field Office
	4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	Standards Section Head/ Division Chief/Regional Director

<b>Step 3: Awaits the result of application</b>	4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	<i>Standards Section Head</i>
<b>Step 4: Awaits the result of application</b>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief</i>
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
<b>Step 6: Receive the Certificate</b>	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Standards Section – DSWD Field Office</i>
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	6 hours	
<b>Incomplete Submission:</b>		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*

#### **4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit**

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation.

<b>Office or Division:</b>	Standards Section – DSWD Field Office	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>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)</b>		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>	
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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>	

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 relative/s may sign the document in behalf of the child.	• Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	• Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	• Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	• Applicant
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment</li> </ul>
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	• Applicant
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
<b>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)</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>
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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> <li>Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>

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 relative/s may sign the document in behalf of the child.	• Applicant
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	• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> 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).	• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	• Standards Section (SS) of the concerned DSWD Field Office  • <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 2 - DSWD-SB-PSF-002: Application Form
8. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal
9. 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	• Applicant
10. 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 agency that has jurisdiction to regulate the applying organization or agency.	• Applicant

11. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
12. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 10 - DSWD-SB-PSF-008: Board Resolution
13. 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 or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
14. Pledge of Commitment	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
15. 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"> <li>• Applicant</li> </ul>
16. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
17. 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"> <li>• Applicant</li> </ul>
18. 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	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

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	
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
8. 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
9. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
10. 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"> <li>Applicant</li> </ul>
11. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
12. 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	<ul style="list-style-type: none"> <li>Applicant</li> </ul>



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	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> 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 relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> 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"> <li>Applicant</li> </ul>



7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
8. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> <li>Ticket, Ballots, Cards and similar forms</li> <li>Donation Boxes, Coin Banks and other similar forms</li> <li>Benefits show such as fashion show, concert and similar activities</li> <li>Photo or Painting Exhibits and similar activities</li> <li>Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>Rummage sale, garage sale, sale of goods and other similar forms</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office</b>				
<b>Step 1:</b> Submit Application	Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office <ol style="list-style-type: none"> <li>Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail</li> </ol>	None	2 Hours	Applicant

	<p><i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i></p> <p><i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i></p>			Standards Section Technical Staff
<b>Step 2:</b> Receives reference number for tracking	<p>a. Receives application documents and logs its receipt into the document tracking system</p> <p>b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.</p> <p>c. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</p> <p><i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i></p>	None	1 Hour	Standards Section Support Staff
<b>Step 3:</b> Payment of processing fee	<p>a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of Php500.00</p> <p>b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section</p> <p>c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office</p> <p>d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after</p>	Php500.00	1 Hour	<p><i>Applicant</i></p> <p><i>Cash Section Cashier/ Support Staff</i></p> <p><i>Applicant</i></p>

	receipt of complete application documents			
<b>Step 4:</b> Submission of the OR for attachment to the application	a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section	None	1 Hour	<i>Standards Section Support Staff</i>
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>Step 5:</b> Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit d. Acknowledges receipt of application documents and transmit it thru e-mail or courier  <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i>	None	4 Hours	<i>Section Head</i>
	<i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i> e. Takes proper action relative to the inputs/ comments/ correction provided	None	1 and 1/2 Days	<i>Technical Staff Standards Section</i>

	<p>by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</p> <p>f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i></p> <p>g. Logs its receipt to the Document Tracking System</p> <p>h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief</p> <p>Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.</p> <p><i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i></p> <p><i>If found not in-order, return the same to the Standards Section for proper action</i></p> <p>i. Logs its receipt to the Document Tracking System</p>		<p>1 Day</p> <p>1 Hour</p>	<p><i>Section Head Standards Section</i></p> <p><i>Concerned Division Chief Support Staff</i></p>
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	<p>j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director</p> <p>k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign</p> <p><i>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance</i></p> <p><i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i></p> <p>l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p>		<p>1 Day</p> <p>30 Minutes</p>	<p><i>Division Chief Concerned Division</i></p> <p><i>Office of the Regional Director Support Staff</i></p>
	<p>m. Endorse the same to the Standards Section Head, for further instructions</p> <p>n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant</p> <p>o. Receives approved application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign</p>		<p>1 and 1/2 Days</p>	<p><i>Regional Director DSWD Field Office</i></p>

	<p>and issue the same to the eligible and compliant applicant</p> <p>p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p>		<p>20 Minutes</p> <p>1 Hour</p> <p>4 Hours</p>	<p><i>Concerned Division Chief Support Staff</i></p> <p><i>Section Head Standards Section</i></p> <p><i>Standards Section Technical Staff</i></p>
<b>Step 6:</b> Receipt of the signed and approved Solicitation Permit	<p>a. Issuance of the Solicitation Permit to the successful applicant</p> <p>b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter</p> <p>c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office</p>	None	10 minutes	<p><i>Standards Section Technical/ Support Staff</i></p> <p><i>Applicant</i></p>
<b>Total No. of Days</b>		₱500.00	Seven (7) Working Days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	Three (3) Working Days	
<b>Incomplete Submission:</b>		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.*

## 5. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region

The process of assessing the applicant organization with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/Annex 1. DSWD-RLA-F001 Application Form for Registration">https://www.dswd.gov.ph/downloads-2/publications1/Annex 1. DSWD-RLA-F001 Application Form for Registration</a></li> </ul>
2. One (1) photocopy of Updated 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		<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

<b>3. One (1) original copy of any of the following:</b> <ul style="list-style-type: none"> <li>• Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>• Brochure</li> <li>• Duly signed Work and Financial Plan for at least two (2) years</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/Annex 4. DSWD-RLA-F004 Manual of Operation">https://www.dswd.gov.ph/downloads-2/publications1/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/Annex 5. DSWD-RLA-F005 Brochure">https://www.dswd.gov.ph/downloads-2/publications1/Annex 5. DSWD-RLA-F005 Brochure</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/Annex 9. DSWD-RLA-F009 Work and Financial Plan">https://www.dswd.gov.ph/downloads-2/publications1/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> </ul>
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**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form and other templates on Registration thru the DSWD Website/Standards Bureau	Provide the client the copy of application form and	None		Support Staff (Standards Bureau - SB)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents. 1.2 For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted documentary requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of	1.1 <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.2 Provides the walk-in applicant with document reference number for easy tracking 1.3 <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)



the returned documents and the checklist of the lacking requirements.				
<b>STEP 3:</b> If complete, settle the required processing fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service ( <b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b> ) for the payment of the necessary fee or thru online at <a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a>  Process payment and issued Official Receipt.	None  ₱1,000.00	*15 minutes	Support Staff in-charge of the issuance of Billing statement (Standards Bureau - SB)  Cashier (Financial and Management Service)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee	None		Support Staff in charge of all incoming documents (Standards Bureau - SB)
<b>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</b>				
<b>STEP 5:</b> Wait for the result of the assessment.	1.1 Logs and endorses the application documents to concerned Section and technical staff  1.2 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria  1.3 Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents	None	2 days and 30 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)  Technical Staff/Section Head/Division Chief/Bureau Director/Assistant Secretary/Undersecretary

	shall prepare the Confirmation Report and the Certificate of Registration.  1.4 Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary  1.5 Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate  1.6 Approval and Signing of Registration Certificate  1.7 Approval and Signing of Registration Certificate			
<b>STEP 6:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)
<b>TOTAL</b> For Complete and Compliant:		₱1,000.00	<b>3 working days</b>	
For Incomplete Submission:		None	<b>15 minutes</b>	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through mail or courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	1.1 Logs it into the Documentation Transaction Management System (DTMS)  1.2 Updates the DTMS and endorses the application documents to concerned Section and technical staff	None	*5 minutes          30 minutes	Support Staff in-charge of incoming documents (Standards Bureau - SB)          SCMD Support Staff
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				

<b>STEP 2:</b> Wait for the result of the assessment.	<p>2.1 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria.</p> <p><b>2.2 If found non-compliant</b> to eligibility and documentary requirements, return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>	None	1 day, 1 hour and 40 minutes	Technical Staff (Standards Bureau - SB)  SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director
	<p><b>2.3 If found both complete and compliant,</b> prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive</p> <p>In the Confirmation Report, the link for filling-up the Client Satisfaction Measurement Form is stated</p>	None	1 day, 5 hours and 20 minutes	SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/ Undersecretary
	<p><b>2.4</b> Updates DTMS and Review and approval of the confirmation report; endorsement for approval of the Registration Certificate</p>			
	Approval and Signing of Registration Certificate			

	Approval and Signing of Registration Certificate			
<b>STEP 7:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)
<b>TOTAL</b> For Complete and Compliant:		₱1,000.00	<b>3 working days</b>	
For Incomplete Submission:		None	<b>1 day, 2 hours and 15 minutes</b>	

*\*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.*

## 6. Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section		
Classification:	Simple		
Type of Transaction:	<ul style="list-style-type: none"><li>• Government to Client (G2C)</li><li>• Government to Government (G2G)</li></ul>		
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities</b>			
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"><li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li><li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> <i>Annex 1. DSWD-RLA-F001 Application Form for Registration</i></li></ul>	

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. <b>*Not applicable to Government Agencies.</b>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>
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"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>
3.2 Brochure	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 5. DSWD-RLA-F005 Brochure</li> </ul>
3.3 Duly signed Work and Financial Plan ( for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff (Standards Section-Field Office)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.  1.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.	1. Determine whether the submitted documents are complete.  1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section-Field Office)  Officer of the day (Standards Section-Field Office)

1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.2 Logs its receipt in the document tracking system (DTMS).  1.3 Provides the walk-in applicant with document reference number for easy tracking.  1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	Prepares billing statement	None	10 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier (Cashier Section-FO)
<b>STEP 4:</b> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
<b>STEP 5:</b> Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff (Standards Section- Field Office)
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head/
	1.3 Conducts desk review of the received application as to completeness and compliance.	None	3 hours	Assigned Technical Staff

	The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.			
	1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.			
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper( SECPA).	None	5 hours and 25 minutes	Assigned Technical Staff/
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director
<b>STEP 7:</b> Signs in the logbook for received certificate thru pick-up.	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:				
Walk-in:		None	30 Minutes	
Courier:			2 days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office,	1.1 "Received" stamp the document and logs its receipt into the document tracking system.  1.2 Endorse the document to section head.	None	30 minutes	Support Staff (Standards Section- Field Office)

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.				
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff.  Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head
	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.  1.2 If complete and compliant, notify the SWDA on the payment for processing fee.  1.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.	None	3 hours	Technical Staff (Standards Section- Field Office)



<b>STEP 3:</b> Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
	1.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.		2 hours and 25 minutes	Standards Section Head/ Standards
	1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/
<b>Step 4:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 minutes	Support Staff (Standards Section- Field Office)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:				
Walk-in:		None	30 Minutes	
Courier:			2 days	

\*The number of minutes shall be included on the total 3 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 7. Licensing of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Welfare Agency or as an Auxiliary SWDA operation in more than one region.

<b>Office or Division:</b>	DSWD Central Office, Standards Bureau Standards Compliance Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	ALL Private SWDAs Already Operational in more than one (1) region
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) original copy of Duly Accomplished Application Form	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. <i>DSWD-RLA-F002 Application Form for Licensing</i></li> </ul>
2. One (1) original copy of each of the Following Basic Documents	
a. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others b. Profile of Board Trustees c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations d. Certified True Copy of General Information Sheet issued by SEC e. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application) f. 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. <i>(Not applicable for first time applicants)</i> g. Declaration of Commitment from the applicant of no support to tobacco in	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A <i>Declaration of Commitment</i></li> </ul>

<p>compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>h. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>i. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>j. Annual Accomplishment Report previous year</p> <p>k. Audited Financial Report of the previous year</p> <p>l. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i></li> <li>• Board resolution by the Organization</li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p>a. For those operating in more than one region</p> <ul style="list-style-type: none"> <li>❑ One original copy of List of main and satellite/branch offices with contact details, if any.</li> <li>❑ One (1) original 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</li> </ul> <p><b>b. For Applicant SWA's implementing Child Placement Services</b></p> <ul style="list-style-type: none"> <li>❑ One (1) original copy of Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> </ul> <p><b>c. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>1. For those operating in more than one region</p> <ul style="list-style-type: none"> <li>❑ One (1) copy of the original Validation report from concerned DSWD Field Office or Certification from Regional</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. <i>DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. <i>DSWD-RLA-F007 List of Main and Satellite Office</i></li> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i></li> </ul>

<p>ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>d. For Center Based (Residential and Non-Residential Based)Copy of the valid safety certificates namely:</p> <p>a. One (1) original copy of the Occupancy permit (only for new buildings) or Annual Building Inspection / Structural Safety Certificate (for old buildings)</p> <p>b. One (1) original copy of the Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>		<ul style="list-style-type: none"><li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li><li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li><li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li></ul>			
<p>e. For applicant serving within the Ancestral Domains of Indigenous People (IP) – one (1) Photocopy of NGO Accreditation from NCIP</p> <p>f. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>		<ul style="list-style-type: none"><li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li><li>• DSWD Central Office – Financial and Management Service</li><li>• IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Government Agency where the Organization implemented or implements projects and programs.</li></ul>			
<p><b>Note to Applicant:</b> 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.</p>					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants					
STEP 1: Secure application form thru the DSWD Website/Field Office/Standards Bureau		Provides client application form, and checklist of requirements.	None	*30 minutes	Support Staff (Standards Bureau - SB)

<p><b>STEP 2:</b> Submit/ file application and supporting documents</p> <p>For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Determine whether the submitted documents are complete.</p> <p>1.1 If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.</p> <p>1.1.1 Provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<p><b>STEP 3:</b> Settle the required processing fee.</p>	<p><b>If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.</p> <p>The Support Staff assigned on the issuance of Billing Statement shall prepare and instruct the applicant to proceed to the Financial Management Service (<b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b>).</p>	₱1,000.00	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<p><b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).</p>	<p>Acknowledge the copy of the Official Receipt from the applicant Organization.</p>	None	*15 Minutes	Support Staff (Standards Bureau - SB)
<p><b>Step 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	None	*5 minutes	Support Staff (Standards Bureau - SB)
<p><b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.</p>				

<p><b>STEP 6:</b> Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.</p>	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> <li>i. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> <li>ii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</li> <li>iii. The SWDA must have a financial capacity to operate for at least two (2) years.</li> <li>v. Applicant keeps record of all social development and/or welfare activities it implements.</li> </ul> <p><b>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/</p>	<p>None</p>	<p>2 working days</p>	<p>Technical Staff (Standards Bureau - SB)</p>
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	Validation Assessment shall be prepared. 1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted.			
<b>STEP 7:</b> Wait on the result of Assessment with the submitted Documents.	Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
<b>STEP 8:</b> Confirm the Availability on the proposed Virtual Assessment/Validation Assessment.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment Validation Assessment.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 9:</b> Assist the Assessor during the conduct of Virtual Assessment/Validation Assessment.	Conduct of Virtual Assessment/Validation Assessment.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau – SB)
<b>Step 10:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant's Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 11:</b> Wait on the result of Virtual Assessment/Validation Assessment.	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Bureau – SB)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days  Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director



	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days  Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB)
<b>STEP 12:</b> Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
<b>STEP 2:</b> Wait for the result of the assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:  i. Applicants must be engaged mainly or generally in Social Welfare and Development Activities.  ii. Applicant has employed a sufficient number of duly qualified staff and/or	None	2 working days	Technical Staff (Standards Bureau - SB)



	<p>registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>ii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2 If complete and compliant,</b> an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p><b>1.3 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the</p>			
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	application documents submitted.			
<b>STEP 3:</b> Settle the required processing fee.  For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	<b>1. If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.  <b>1.1</b> Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.  <b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicants to proceed to the Field Office Cashier Section.  <b>Standards Bureau:</b> The Support Staff shall prepare Billing Statement and instruct applicants to proceed to the Financial Management Service ( <b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b> ).  <b>Note: The processes shall only take place once the applicant organization settles its payment.</b>	₱1,000.00	*15 minutes	Technical Staff and Support Staff (Standards Bureau - SB)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following: 1. Scanned copy of the Official Receipt <a href="mailto:srb@dswd.gov.ph">srb@dswd.gov.ph</a> with the subject: <b>Name of the Organization - Copy of OR for Licensing.</b>  2. Hand-carry the Photocopy of Official	<b>1.1</b> Acknowledge the copy of the Official Receipt from the SWDA.  <b>1.2</b> For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

Receipt to Standards Bureau.				
3. Courier the Photocopy of Official Receipt to Standards Bureau.				
<b>STEP 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Assessment.	None	3 working days	Technical Staff/Section Head/Division Chief/Bureau Director
<b>STEP 7:</b> Confirm the Availability on the proposed Virtual Assessment/ Validation Visit.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Visit.	None	1 working day	Technical Staff (Standards Bureau - SB)
<b>STEP 8:</b> Assist the Assessor during the conduct of Virtual Assessment/ Validation Visit.	Conduct of Virtual Assessment/Validation Visit.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau - SB)
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 10:</b> Wait on the result of Virtual Assessment/ Validation Visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Bureau - SB)
	1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 7 working days	Section Head/Division Chief/Bureau Director

	1.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	1.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 2 working days  Unfavorable; 1 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB)
<b>STEP 11:</b> Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	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.

## 8. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA operating in one region.

<b>Office or Division:</b>	DSWD Field Office – Standards Section						
<b>Classification:</b>	Highly Technical						
<b>Type of Transaction:</b>	Government to Client (G2C)						
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate in One Region						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. One (1) Duly Accomplished and Notarized Application Form</td><td> <ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2 DSWD-RLA-F002 Application Form for Licensing</li> </ul> </td></tr> <tr> <td>2. One (1) set of the following Basic Documents:</td><td></td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2 DSWD-RLA-F002 Application Form for Licensing</li> </ul>	2. One (1) set of the following Basic Documents:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2 DSWD-RLA-F002 Application Form for Licensing</li> </ul>						
2. One (1) set of the following Basic Documents:							

<p>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</p> <p>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>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</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex DSWD-RLA-F022 Profile of Employees</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex DSWD-RLA-F021 Profile of Governing Board</li> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasig City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> <li>• Board resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex DSWD-RLA-F009 Work and Financial Plan</li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p>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</p> <p>b. <b>For Applicant SWA's implementing Child Placement Services</b> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. <b>Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p>	<ul style="list-style-type: none"> <li>• Photocopy of the Memorandum Agreement/Contract of Partnership and Certificate by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex DSWD-RLA-F022 Profile of Employees</li> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in City/Municipal Local Government Unit covering SWDAs area of operation</li> </ul>

b. Fire Safety Inspection Certificate  c. Water Potability Certificate or Sanitary Permit	<ul style="list-style-type: none"> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> <li>DSWD Field Office – Financial and Management Service</li> <li>Government Agency where the Organization implemented or implements projects or programs.</li> </ul>
2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	
3. For applicant with past and current partnership with the DSWD that involved transfer of funds	
a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	

**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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section-Field Office)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.  1.2 Determine whether the submitted documents are complete.  1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into	None	*20 minutes	Support Staff in charge of all incoming documents (Standards Section-Field Office)  Officer of the day (Standards Section-Field Office)

applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	the Document Tracking System (DTS) for Standards Section – Field Office.  1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Cashier Section-FO)
<b>STEP 4:</b> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)
<b>Step 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section- Field Office)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:  i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.  ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and	None	2 working days	Technical Staff (Standards Section- Field Office)



	<p>take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>ii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2.1 If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>1.2.2 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p>1.3 Review and approval of the Acknowledgement Letter including its attachments.</p>	None	2 working days	Section Head/Division Chief/Regional Director



				(Standards Section- Office) Field
<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Technical Staff (Standards Section- Office) Field
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section- Office) Field
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Office) Field
<b>STEP 10:</b> Awaits the result of the licensing assessment	1.1 Prepare Confirmation Report	None	3 working days	Technical Staff (Standards Section- Office) Field
	1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Office) Field
	1.3.2 If unfavorable, review and approval of the Confirmation Report.			
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director (Standards Section- Office) Field
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	Support Staff (Standards Section- Office) Field
<b>STEP 11:</b> Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Office) Field

	in the application form. (direct pick-up or courier)			
<b>TOTAL</b>		₱1,000.00	20 working days	
For Complete and Compliant:				
For Incomplete Submission:		None	17 working days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:  <b>Standards Section</b> of concerned DSWD Field Office	Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Section-Field Office)
<b>STEP 2:</b> Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:  i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer)  ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.  iii. Applicant must submit a duly certified financial statement that at least	None	2 working day	Technical Staff (Standards Section-Field Office)

	<p>seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2 If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>1.3 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p><b>STEP 3:</b> Settle the required processing fee.</p>	<p><b>If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> <li>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</li> </ul>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Section- Field Office)</p>

	<b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.  <b>Note: The processes shall only take place once the applicant organization settle its payment.</b>			
<b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: 2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b>Name of the Organization_Copy of OR for Licensing.</b>  3. Hand-carry the Photocopy of Official Receipt  4. Courier the Photocopy of Official Receipt	1.1 Acknowledge the copy of Official Receipt from the SWDA.  1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.  1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
<b>Step 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section- Field Office)
<b>Note: Applications received after 3:00pm shall be considered as a next working day transaction.</b>				
<b>STEP 6:</b> Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments.  For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief (Standards Section- Field Office)

<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Section-Field Office)
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section-Field Office)
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section-Field Office)
<b>STEP 10:</b> Wait for the result of the Validation visit.	1. Prepare Confirmation Report	None	3 working days	Technical Staff (Standards Section-Field Office)
	1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section-Field Office)
	1.3.2 If unfavorable, review and approval of the Confirmation Report.			
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days Unfavorable; 1 working days	Regional Director (Standards Section-Field Office)
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.			Support Staff (Standards Section-Field Office)
<b>STEP 11:</b> Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section-Field Office)
<b>TOTAL</b> For Complete and Compliant:		₱1,000.00	20 working days	

For Incomplete Submission:	None	17 working days	
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\*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.

## 9. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)

Refers to the process of assessing the Licensed Social Welfare Agency (SWA) and Public SWDA if their Programs and Services are compliant to set standards.

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	All Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. One (1) original copy of the Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%203.DSWD-RLA-F003%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li> </ul>	
B. Pre-accreditation assessment <ul style="list-style-type: none"> <li>For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li><i>For Residential</i> <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</u></li> <li><i>For Community Based</i> Please email <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a></li> </ul>	
C. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance			

<ul style="list-style-type: none"> <li>• Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application <b>(not applicable for Public SWDA)</b>)</li> <li>• 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.</li> </ul> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>
<p><i>D. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</i></p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>2. 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. <b>(not applicable for Public SWDA)</b></li> <li>3. Annual Accomplishment Report previous year</li> <li>4. Audited Financial Report of the previous year</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• Board Resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<p><i>E. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <ul style="list-style-type: none"> <li>• Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>



<p><i>F. One (1) Original Copy of each of the following Basic Documents</i></p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees or its equivalent <b>(not applicable for Public SWDA)</b></li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> </ol> <p><b>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</b></p> <p><b>For those operating in more than one region</b></p> <ol style="list-style-type: none"> <li>5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</li> </ol> <p><b>For Applicant SWA's implementing Child Placement Services:</b></p> <ol style="list-style-type: none"> <li>6. 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.</li> </ol> <p><b>One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <ol style="list-style-type: none"> <li>7. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies <b>(not applicable for Public SWDA)</b></li> <li>8. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> </ul>
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<p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate Water</p> <p>c. Potability Certificate or Sanitary Permit</p> <p>9. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>10. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PRE-ASSESSMENT</b>				
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form and other templates on Accreditation thru the DSWD Website/Standards Bureau/Field Office	Provide via email and/or posts the application form and other templates on Accreditation at the DSWD Website/website.	None	--	Support Staff (Standards Bureau - SB)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents. 1.2 For applicant SWDA with complete requirements, shall have	1. Determine whether the submitted documents are complete.  <b>If complete</b> , receive the documentary requirements and provide the organization with an acknowledgement receipt and log the receipt of application documents into	None	30 minutes	Incoming Support Staff

acknowledgement receipt of the submitted requirements.	the Document Tracking System.			
1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1. Logs its receipt into the Document Transaction Management System (DTMS)  1.2. Provides the walk-in applicant with Document Reference Number for easy tracking.  <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b>				
1.1 If Complete, settle the required processing fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier 2 <sup>nd</sup> Floor, Matapat Building) for the necessary fee or thru online at:			SCMD Support staff
1.2 Presents the Billing Statement at the Cashier and settles the required fee.	<a href="http://www.lbp-eservices.com/eqps/portal/index.jsp">http://www.lbp-eservices.com/eqps/portal/index.jsp</a>			
	Process payment and Issues Official Receipt	1,000.00	*20 minutes	Cashier (Finance Management Service-Cashier Division)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None		Incoming Support Staff
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
<b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.	1. Logs its receipt into the DTMS.  2. Routes to concerned Section Head	None	30 minutes	Incoming SCMD Support Staff

	1. Prepares acknowledgement of the submitted application documents  1.1. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment:  <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>• During the state of calamity/ emergency, virtual assessment shall be conducted</li> </ul> 1.2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.	None	3 days	Assigned technical staff
	1.1. Reviewed acknowledgement letter and affixes the initial  1.1.1 If no comments/ clarifications, initial/ endorse the final draft of acknowledgement letter to the Division Chief for approval 1.1.2 If with inputs/ comments/ corrections, return to the technical staff	None	1 day	Section Head, Division Chief of SCMD
	Tracks and endorses the acknowledgement letter  1.1. Logs into the DTMS		1 hour	Incoming SCMD Support Staff
	1.2. Routes finalized acknowledgement letter		1 hour	OBD Support Staff

	to the OIC/ Bureau Director for approval			
	Approves Acknowledgement letter 1.1 If approved: Signed/ approved acknowledgement letter 1.2 If with inputs/ comment/corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgement letter 1.1 Logs it into the DTMS		1 hour	OBD Support Staff, SCMD Support Staff
	Receives and tracks the signed acknowledgement letter 1.1 Emails advance copy of the signed acknowledgement letter			
	Transmits to Records Section for delivery to concerned SWDA 1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule 1.2 For non-complaint/with list of lacking requirements, end of process		1 hour	Outgoing SCMD Support Staff
<b>TOTAL</b>				
For Complete and Compliant		Php 1,000	5 working days	
Incomplete Submission		None	30 minutes	

\*The number of minutes shall be included on the total number of working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 10. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>
<b>Who may avail:</b>	New applicant Registered and licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>
2. Pre-accreditation assessment <ul style="list-style-type: none"> <li>For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li>For Residential <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</u></li> <li>For Community Based Please email <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a></li> </ul>
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> <li>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application <b>(not applicable for Public SWDA)</b>)</li> </ul>	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

<p>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.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>2. 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. <b>(not applicable for Public SWDA)</b></li> <li>3. Annual Accomplishment Report previous year</li> <li>4. Audited Financial Report of the previous year</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• Board Resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> <li>❑ Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>
<p>One (1) Original Copy of each of the following Basic Documents</p>	

<ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees (Not applicable to Public SWDAs)</li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> </ol> <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region</p> <ol style="list-style-type: none"> <li>1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</li> </ol> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> <li>2. 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.</li> <li>3. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> <li>4. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:             <ol style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate Water</li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>
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c. Potability Certificate or Sanitary Permit  5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP  6. For applicants with past and current partnership with the DSWD that involved transfer of funds.  7. Signed Data Privacy Consent Form	<ul style="list-style-type: none"> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.</li> <li>Applicant</li> </ul>
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**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 Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Request received through courier/email (7 days)</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
<b>STEP 2:</b> Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff in charge of all incoming documents
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements:  1.1 If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment;  1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director



<p><b>Step 4:</b> Receive the acknowledgment letter from the DSWD Field Office:</p> <p>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.</p> <p>If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p>	<p>None</p>	<p>Depends on the SWDA</p>	<p>Technical Staff</p>
<p><b>STEP 5:</b> For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients Interview with the staff Review of documents Ocular Inspection Action Planning/ Exit Conference</p>	<p>None</p>	<p>Minimum of 2 working days depending on the Programs and Services for Accreditation</p>	<p>Technical Staff/ SWDA</p>
<p><b>Step 6:</b> Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.</p>	<p>Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.</p>	<p>None</p>	<p>After the pre-accreditation assessment</p>	<p>Technical Staff/ SWDA</p>

**Note:** Application documents received after 3:00 PM shall be considered as a next working day transaction.

<b>STEP 7:</b> Wait for the result of assessment.	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> <li>• Confirmation Report to the SWDA</li> <li>• Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.</li> </ul> <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	Technical Staff (Standards Bureau - SB)  Section Head/Division Chief/Bureau Director
<b>TOTAL Social Work Agency:</b>		None	20 working days	
<b>Senior Citizen Center:</b>		None	19 working days	

*\*The number of minutes shall be included on the total number of working days.*

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### B. Applications received through Mail/Courier

<p><b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p><b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex,</p>	<p>Receives application (Completeness of requirements)</p> <p>1.1 Checks the completeness of the submitted application documents.</p> <p>1.2 Logs its receipt into the Document Transaction</p>		1 hour	Incoming Support Staff SB
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Constitution Hills, Quezon City	Management System (DTMS)  Note: Applications shall not be facilitated if no proof of payment for the processing fee is submitted.)			
<b>STEP 2:</b>				
1.1 For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.	1.1 Routes to SCMD Log receipt into the DTMS	None	30 minutes	Incoming Support staff SB
1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	Tracks/Farms our to concerned Section Head: 1.2 Routes to concerned Section Head		30 minutes	Incoming Support staff SB
	Assigns to Technical Staff 1.1. Monitors incoming applications and assigns to technical staff 1.2. Provides notes/instructions for action		2 hours	Section Head
<b>STEP 3:</b> Settle the required processing fee.	Assesses the submitted application documents if complete/compliant		3 days	Assigned Technical Staff
1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	If with comments/inputs/return to technical staff, conduct desk review of the received application as to completeness and compliance. 1.1 If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment			

<p>.2 Presents the Billing Statement at the Cashier and settles the required fee.</p>	<p>1.2 Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated.</p> <ul style="list-style-type: none"> <li>Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>During the state of calamity/ emergency, virtual assessment shall be conducted</li> </ul> <p>2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	<p>Process the payment and issues Official Receipts</p>	<p>Php 1,000</p>	<p>*15 minutes</p>	<p>Cashier (Finance Management Service-Cashier Division)</p>
<p><b>STEP 4:</b> Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> <li>Scanned copy of the Official Receipt <a href="mailto:srb@dswd.gov.ph">srb@dswd.gov.ph</a> with the subject: <b>Name of the Organization</b> <b>Copy of OR for Accreditation.</b></li> <li>Hand-carry the Photocopy of Official Receipt to Standards Bureau.</li> <li>Courier the Photocopy of Official Receipt to Standards Bureau.</li> </ol>	<p>Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 Minutes</p>	<p>Support Staff in charge of incoming documents (Standards Bureau - SB)</p>
<p><b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				

<b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.	Reviews acknowledgement letter and affixes the initial		2 days	Section Head, Division Chief
	1.1 If no comments/clarifications. Initial/endorse the final draft acknowledgement letter to the Division Chief for approval  If with inputs/ comments corrections, return to the technical staff			
	1.2. Logs it into the DTMS		2 hours	Incoming Support Staff, OBD Support Staff
	1.3. Routes finalized acknowledgement letter to the OIC/Bureau Director for approval			
	Approves acknowledgment letter.  1.1 If approved: Signed/ approved acknowledgement letter  1.2 If with inputs/comments/ corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgement letter. Logs it into the DTMS		30 minutes	OBD Support Staff
	Receives and tracks the signed acknowledgement letter.  1.1 Logs it into the DTMS. 1.2 Emails advance copy of the signed acknowledgement letter		30 minutes	SCMD Support Staff
<b>STEP 7:</b> Confirm the Availability on the proposed Accreditation Assessment	Transmits to Records Section for delivery to concerned SWDA		1 hour	Outgoing SCMD Support Staff
	1.1 For complete/compliant documents, send to SWDA the acknowledgement letter			

	indicating the assessment schedule			
	1.2 For non-compliant/with list of lacking requirements, end of process			
<b>TOTAL</b>		Php 1,000		
For Complete and Compliant			6 working days	
Incomplete Submission		None	4 working days	
<b>Accreditation Assessment Proper (2days)</b>				
<b>STEP 1:</b>			2 days	Assigned Technical Staff
1.1 Prepare and make available if necessary on the day of the scheduled/agreed assessment visit	1.1 Conduct of Accreditation Assessment, with the applicable mode: <ul style="list-style-type: none"> <li>Under normal circumstances actual accreditation visit;</li> <li>During the state of calamity/ emergency virtual assessment.</li> </ul>			
1.2 Assist the Assessor during the conduct of the Accreditation Assessment				
1.3 Accomplish and place the Customer's Feedback Form on a sealed envelope.	1.2 Activities to take place: <ul style="list-style-type: none"> <li>Focused Group Discussion;</li> <li>Key informant Interview;</li> <li>Review of documents based on the SWDA's compliance with standard indicators;</li> <li>Ocular inspection (thru virtual or actual);</li> <li>Exit conference;</li> <li>Highlights the result of the assessment.</li> <li>If initial findings are not favorable, agreed Action plan shall be prepared</li> <li>Requests SWDA to accomplish Client Satisfaction Measurement Form</li> </ul>			
<b>Sub-Total</b>		<b>2</b>	<b>working days</b>	

<b>POST-ACCREDITATION ASSESSMENT</b>				
<b>• For Issuance (11 working days)</b>				
<b>STEP 1:</b>			6 days	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff
Wait on the result of Virtual Assessment/ Validation Assessment.	Favorable: 1.1 Prepares confirmation report with attachments. • If with comments/ inputs/ returned to technical staff 1.2. Review and provide inputs on the submitted reports including the attachments 1.3. Prepares Certificate in the security paper and second copy of the Certificate 1.4. Assigns accreditation number 1.5. Affixes initial on the second copy of certificate 1.6. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG, for approval			
Wait on the result of Virtual Assessment/ Validation Assessment.	Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary		3 days	Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff
	1.1 SCBG Heads approve/ sign the Certificate of Accreditation  If with inputs/ comments/ corrections, return to the technical staff		1 day	Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary

<b>STEP 2:</b>  1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier)  1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division	Reviews/approves the Certificate of Accreditation  1.1 Signs/ approves certificate of accreditation  1.2 If with inputs/ comments, return to the SB		1 day	Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff
	Receives signed Accreditation Certificate  1.1 Email scanned copy of the confirmation report and signed Certificate to the SWDA  1.2 Prepares receiving copy of signed Confirmation Report  1.3 Coordinate with the concerned technical staff as to the SWDA's preferred mode of release of certificate e.g pick-up or courier  1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division  1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section		2 hours	Incoming SB Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff
<b>Held in Abeyance (11 Working days)</b>				
<b>STEP 1:</b>  1.1 Wait on the result of Virtual Assessment/ Validation Assessment  1.2 Work on the agreed compliance/ lacking indicators	1.1 Prepare confirmation report with indicators and period for compliance with Attached Action Plan  1.2 Track, review and endorse confirmation report to the OIC/Bureau Director		5 days and 6 hours	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD



				support staff, OBD Support Staff
	1.1 Approves confirmation report 1.2 If with inputs/ comments/ corrections, return to SCMD technical staff		2 days, 30 minutes	Bureau Director, OBD Support Staff
	Tracks the signed confirmation report 1.1 Emails advance copy of the signed confirmation report to SWDA 1.2 Transmits to Records Section for delivery to concerned SWDA		1.5 hours	SCMD Support Staff, Outgoing SCMD Support Staff
<b>TOTAL</b>				
For Compliant/Approved		None	11 working days	
For Complete Requirements with Areas for Compliance:		None	11 working days	

\*The number of minutes shall be included on the total number of working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office and Vice-versa

## 11. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization is eligible to implement DSWD projects and/or programs using DSWD funds

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> </ul>	

	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><b>DSWD website</b>  <a href="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">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</a> </li> </ul>
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	<b>Applicant</b>
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"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><b>DSWD website</b>  <a href="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">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</a> </li> </ul>
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	<b>Applicant</b>
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019	<b>DSWD website</b> <a href="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">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</a>

<b>ADDITIONAL REQUIREMENTS AS APPLICABLE:</b> 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)	<b>DSWD website</b> <a href="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">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</a>
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)	<b>DSWD website</b> <a href="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">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</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
<b>STEP 1:</b> The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Standards Bureau administrative personnel (SCMD)
<b>STEP 2:</b> The applicant CSO awaits for notification relative to the application	1.1. If found complete, SB will request the Field Office to conduct a Virtual/On-Site Validation Assessment.  Posts notice to the public or invitation to submit derogatory report  (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO)  -Information and Communication Technology Management Services (ICTMS)

	<p>1.2. If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>1.3. If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			
<b>STEP 3:</b> Actual Virtual/On-site Validation Assessment.	<p>Conducts Virtual/ On-Sit/ Validation Assessment to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day ( <u>per agreed schedule</u> )	Standards Section (FO) per area of jurisdiction. Standards Bureau for those operating in more than one region
<b>STEP 4:</b> Awaits approval or denial of the application for accreditation	<p>4.1. Prepares and submit the Virtual/On-Site Validation Assessment. report to SB</p> <p>4.2. Conducts assessment and examination of application</p> <p>4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)</p>	None	<p>**4 working days</p> <p>4 working days and 1 hour and 30mins</p> <p>3 working days and 2 hours</p> <p>5 working days, 2 hours</p>	<p>Standards Section (FO), Division Chief and Regional Director</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD)</p>

	4.4. Confirmation letter on the result of the evaluation  4.5. Approval of the Certificate of Accreditation			Standards Bureau assigned personnel (SCMD), SB Director Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary
<b>STEP 5:</b> Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	2 hours	Support Staff (Standards Bureau - SB)
<b>TOTAL</b> For Complete and Compliant:		None	20 working days	

\*The number of minutes shall be included on the total 20 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central.

## 12. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>		
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through SLP.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		<ul style="list-style-type: none"> <li>DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</li> </ul>	

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)
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**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.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b> Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	Focal Person - Standards Section - DSWD Field Office
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive the documentary requirements  <b>If found incomplete or non-compliant,</b> 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	Focal Person - Standards Section - DSWD Field Office
<b>STEP 3:</b> Issuance of Permit	1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 days	Focal Person - Standards Section - DSWD Field Office
<b>TOTAL</b> For Complete and Compliant:		None	7 working days	
For Incomplete Submission:		None	30 minutes	

\*The number of minutes shall be included on the total 7 working days.

### 13. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form	• DSWD FO- Standards Section
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> <li>a. Pictures of office and direction sketch; and</li> <li>b. At least one of the following documents:               <ul style="list-style-type: none"> <li>i. <i>Barangay certification</i></li> <li>ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i></li> <li>iii. <i>Other documents showing proof of existence</i></li> </ul> </li> </ul>	• CSO Beneficiary Applicant
3. Proof of organization, namely: <ul style="list-style-type: none"> <li>a. Organizational chart or governance structure; and</li> <li>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;</li> </ul>	• CSO Beneficiary Applicant
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	• Government agency or agencies from which it has received public funds
5. Proof of having undergone Social Preparation	• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds
<b>Note to Applicant:</b> 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b>	Logs receipt into the document tracking system (DTS)/ Logbook	None	*2 hours	



Submit/file application documents	Refer to the concerned unit.			Focal Person - Standards Section - DSWD Field Office
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b>  Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive and review the documentary requirements 1.2 Posting of applicant to DSWD website 1.3 Preparatory activities for the conduct of validation 1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents 1.5 Prepares and signs Validation Report and Abstract with supporting documents. 1.6 Evaluation and deliberation by the Field Office- Accreditation Committee. 1.7 Prepares the Certificate of Accreditation 1.8 Facilitates the signing of the Certificate of Accreditation 1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	*18 days and 6 hours	Focal Person - Standards Section - DSWD Field Office



	<b>If found incomplete or non-compliant</b> (in any part of the process)  1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.  1.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.			
<b>STEP 3: Receives Certificate Accreditation</b>	<b>Release of the signed Certificate/s of Accreditation through:</b>  1) Befitting ceremony (e.g. during the flag-raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	Focal Person - Standards Section - DSWD Field Office
<b>TOTAL</b>				
For Complete and Compliant:		N/A	20 working days	
For Incomplete Submission:		None	30 minutes	

*\*The number of minutes shall be included on the total 20 working days.*

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 14. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> </ul>
<b>Who may avail:</b>	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicants</b>	
1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex A. PMC Form App</i></li> </ul>
<b>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</b>	
1. 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.	<ul style="list-style-type: none"> <li><b>Any PRC Office nationwide</b></li> </ul>
2. 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.	<ul style="list-style-type: none"> <li><b>Training Provider</b></li> </ul>
3. 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:  a. Certification from immediate Supervisor; or b. An approved resolution	<ul style="list-style-type: none"> <li><b>Local Government Office</b></li> </ul>
4. 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.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex C. Documentation Report Template</i></li> </ul>
<b>Other documents to be made available during the assessment visit:</b>	

Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
<b>B. For Renewal</b>	
1. 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.	<ul style="list-style-type: none"> <li>• <b>Training Provider</b></li> </ul>
2. 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 ( <b><u>Annex D</u></b> );	<ul style="list-style-type: none"> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <b><u>Annex D. PMC Form</u></b></li> </ul>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD ( <b><u>Annex C</u></b> );	<ul style="list-style-type: none"> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <b><u>Annex C. PMC Form</u></b></li> </ul>
<b>Other documents to be made available during the validation visit.</b>	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <b><u>Annex F</u></b> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <b><u>Annex F. PMC Form</u></b></li> </ul>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Note to Applicant:</b> 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. 01 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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**A. Assessment Procedures for Walk-in Applicants**

<b>STEP 1:</b> Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
<b>STEP 2:</b> Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits for acknowledgement or notification relative to the application.	<p>1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit:</p> <p>1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/Section Head</p> <p>3. Review and approval of the Regional Director.</p>	None	5 working days and 2 hours	<p>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)</p> <p>Supervisor/ Section Head</p> <p>Regional Director</p>

<b>Step 4:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Field Office - Standards Section)
<b>STEP 5:</b> Actual Accreditation Assessment	Conducts validation assessment with the applicable mode: <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit;</li> <li>• During the state of calamity/ emergency virtual assessment.</li> </ul> Activities to take place: <ol style="list-style-type: none"> <li>1. Brief overview on the assessment process;</li> <li>2. Observation on the counseling session; and</li> <li>3. Exit Conference</li> </ol>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)
<b>STEP 6:</b> Awaits the approval of the confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment.  1.2 Prepares the confirmation report, with the following possible content: <ol style="list-style-type: none"> <li>a. If favorable, inform applicant on the approval of his/her accreditation.</li> <li>b. If unfavorable, recommend for re-assessment.</li> </ol> 1.3 Forwards to the office of the RD for approval/signature.  1.4 Approval and signature of the documents	None	7 working days	Technical Staff/ Section Head/ Division Chief/  Support Staff  Regional Director

<b>STEP 7:</b> Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	Support Staff Regional Director
<b>STEP 8:</b> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
<b>TOTAL</b> For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas for Compliance:		None	25 minutes	

*\*The number of minutes shall be included on the total number of working days.*

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 15. Endorsement of Duty-Exempt Importation of Donations to SWDAS

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

<b>Office or Division:</b>	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail of:</b>	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.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>
2. 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
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 2 <ul style="list-style-type: none"> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 3 <ul style="list-style-type: none"> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
<b>Note to Applicant:</b> 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. 21 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b> 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.	1. Reviews the completeness and <b>correctness</b> of the submitted application documents based on the checklist.  <i>If complete, forward for tracking to Support Staff</i>  <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i>  2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking.	None	*30 minutes	Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> 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	Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	Php1,000.00	*10 minutes	Field Office: Cash Section personnel
<b>STEP 3:</b> Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <b>Step 3a – If found compliant to eligibility and documentary requirements</b>	None	3 working days	Field Office: Standards Section technical staff



	Prepare for conduct of area visit  <b>Step 3b – If found non-compliant to eligibility and documentary requirements</b>  Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provides the applicant the Client Satisfaction Measurement Form			
<b>Note:</b> While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
<b>STEP 4:</b> Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. ( <b>Optional</b> )	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff
<b>STEP 5:</b> Endorsement to the DSWD Central Office.	Endorses the draft acknowledgment letter to the Regional Director for approval  Endorses the application to the Standards Bureau at the Central Office  If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.	None	1 working day	Field Office: Standards Section Technical Staff DSWD Regional Director

	<p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p> <p>Prepares the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOFConforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul> <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	1 working day	DSWD Undersecretary supervising the Standards Bureau

	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	SWD Secretary
<b>STEP 6:</b> Approved applicants to pick up the Endorsement Letter	Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
<b>TOTAL</b>				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete but non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

\*The number of minutes shall be included on the total 20 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 16. Accreditation of Social Workers Managing Court Cases (SWMCCS)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

<b>Office:</b>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
<b>Type of Transaction:</b>	Highly Technical
<b>Who may avail:</b>	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.
<b>CHECKLIST OF REQUIREMENTS<sup>1</sup></b>	
<b>WHERE TO SECURE</b>	
<b>A. For New Applicants</b>	
1. For Social Workers	

a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form</li> </ul>
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 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;  <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> <li>• Supervisor of the applicant;</li> <li>• Philippine Association of Social Workers, Inc. (PASWI);</li> <li>• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>2. For Supervisors</b>	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)

b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>3. For Renewal</b>	
<b>1. For Social Workers</b>	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. 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
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes; and</li> <li>• Other relevant documentations pertaining to the cases</li> </ul>	Applicant/Client
<b>2. For Supervisor</b>	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes/marginal notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client

**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 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Applications received through Walk-in Applicants</b>				
<b>STEP 1:</b> The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together with the requirements stated above.	<p>A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	None	1 hour and 30 minutes	Standards Section Support Staff / Standards Section Head / Technical Staff
<b>B. Applications received through Mail/Courier</b>				
	<p>1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p>	None	4 hours 20 minutes	Standards Section Support Staff / Standards Section Head / Technical Staff
	1. The technical staff shall conduct desk review of the received application as to completeness and compliance.	None	6 days and 1 hour	Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD
	2. If requirements are complete and compliant, the Field Office-Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with	None		

	<p>the acknowledgement letter to the applicant Social Worker on the status of the application.</p> <p>If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.</p>			
	<p>.3. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD- Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.</p>	None	1 hour	Standards Section Support Staff
	<p>.4. The Standards Bureau- Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.</p>	None	2.5 hours	DSWD – Standards Bureau Support Staff / SCMD Section Head
	<p>.5. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit shall be conducted;</li> </ul>	None	1 day	Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from.

	<ul style="list-style-type: none"> <li>During the state of calamity/ emergency, virtual accreditation shall be conducted</li> </ul> <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD- Standards Bureau
<b>STEP 2:</b> The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD-Standards Bureau
	.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.  <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief
<b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	.8. Standards Bureau shall review and/or approve and endorse the Confirmation Report,	None	1 day and 1 hour and 30 minutes	Bureau Director DSWD-Standards Bureau



	<p>Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>			
	<p>.9. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	Assistant Secretary/ Cluster Head DSWD-Standards and Capacity Building Group
	<p>.10. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.</p>	None	1 day and 1 hour	Undersecretary/ Cluster Head DSWD-Standards and Capacity Building Group
	<p>.11. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	2 hours	Standards Compliance Monitoring Division (SCMD) Support Staff
2. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation</p>	None	30 minutes	Support staff from the DSWD FO-Standards Section

<b>Total Processing Time:</b>	<b>20 working days</b>
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*\*The number of minutes shall be included on the total 20 working days.*

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

# SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

## FRONTLINE (EXTERNAL) SERVICES

### 1. Referral Management Process for SLP - NPMO

The Referral Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the in the Field Offices.

<b>Office or Division:</b>	Sustainable Livelihood Program – Referral Management Unit (RMU)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government

<b>Who may avail:</b> All Qualified Program Participants				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Copy of filled-out SLP Profile Form- for Walk-in Clients; 2. 1 Copy of referral/endorsement letter from OBSUs, NGA's, and NGOs; and 3. 1 Photocopy of ID with three (3) specimen signature.		SLP Helpdesk 3rd floor, Mahusay Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients will ratify or concur on the Data Privacy Consent's content.  <i>Proceed to customer step number 2 after approval.</i>	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012  Brief orientation on the SLP Processes	None	5 minutes	Referral Management Officer (RMO) / Technical Officer
2. Fill-up the Client Profile Form	2.1 Request the client to fill up the Client Profile Form	None	5 minutes	RMO / Technical Officer
	2.1 Data encoding and verification of client's Information in the SLP Referral Management System (SLP RMS) using the RMS Mobile Tablet.			Administrative Assistant (AA) / Encoder
3. Fill-up the Client Satisfaction Measurement Form (CSMF)	3. Request the client to fill up the CSMF	None	5 minutes	RMO / Technical Officer
4. Received the Walk-in Client Slip	4.1 Issuance of Walk-in Client Slip as certification of appearance.	None		RMO / Technical Officer
	4.2 Refer/Endorse to SLP National Program manager (NPM)	None	30 minutes	RMO / Technical Officer
	4.3 Classification of client's request, provide instructions on the received referrals, and distribute to assigned GRMO	None	3 minutes	Referral Management Unit (RMU) Head

	4.4 Refer/Endorse to concerned DSWD Field Office, OBSUs, NGA's, NGOs, and other institutions	None	1 day	RMO Technical Officer of the day
5. Awaiting for the feedback/updates	5. Monitor and follow-up feedback/updates to concerned FO's.	None	2 Days	RMO Technical Officer of the day
<b>TOTAL</b>		<b>None</b>	<b>3 days and 13 minutes</b>	<b>TOTAL</b>
1. After the receipt of the Walk-in Client Slip	1.1 Classification of client's request, provides instructions on the received referrals, and distribute to assigned GRMO.  For Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 minutes	RMU Head
	1.2 Validating of lacking information of the client/s as necessary.	None	5 minutes	RMO Technical Officer Administrative Assistant (AA)
	1.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	1 day	RMO Technical Officer of the day
	1.4 Provide a letter to the beneficiaries informing them that their application has already been endorsed to the concerned offices.	None	5 minutes	RMO Technical Officer /GRM Unit Head
2. Awaiting for the feedback/updates	2. Monitor and follow-up feedback/updates to concerned FOs	None	2 Days	RMO Technical Officer of the day
<b>TOTAL</b>		<b>None</b>	<b>3 days and 13 minutes</b>	<b>TOTAL</b>

1. After the receipt of the Walk-in Client Slip	1.1 Classification of client's request, provide instructions on the received referrals, and distribute to assigned GRMO  For Inquiries and Applications through 8888, Email, Social Media, Phone Calls and SMS.	None	3 minutes	RMU Head
	1.2 Validating of lacking information of the client/s as necessary	None	5 minutes	RMO Technical Officer of the day  Administrative Assistant (AA)
	1.3 Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	1 day	RMO Technical Officer of the day
	1.4 Email, text, or call the beneficiaries, informing them that their application has already been endorsed to the concerned offices.	None	5 minutes	RMO Technical Officer /GRM Unit Head
2. Awaiting for the feedback/updates	2. Monitor and follow-up feedback/updates to concerned FOs	None	2 Days	RMO Technical Officer of the day
<b>TOTAL</b>		<b>None</b>	<b>3 days and 13 minutes</b>	

## 2. Grievance Management Process for SLP - NPMO

The Grievance Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the Field Office.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance Management Unit (GMU)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

1. 1 Copy of Filled-up SLP Grievance Form – for walk-in clients; 2. 1 Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. 1 Copy each of supporting documents - Clients Testimony - Witness Testimony <i>(if necessary)</i> - Barangay / Police Report <i>(if necessary)</i>		SLP Helpdesk 3 <sup>rd</sup> Floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will ratify or concur on the Data Privacy Consent's content.  <i>Proceed to customer step number 2 after approval.</i>	3. Explain to and request the client to sign or place hi/her thumb mark on the Data Privacy Act (DPA) of 2012.  Brief orientation on the SLP Processes	None	3 Minutes	Grievance Management Officer (GMO)/ Technical Officer of the day
2. Fill-up the walk-in logbook	2.2 Require the client to register in the Walk-in Clients Log Book	None	2 minutes	GMO/ Technical Officer of the day
	2.2 Initial Interview to the complaint	None	10 minutes	GMO/ Technical Officer of the day
3. Fill-up the SLP Grievance Form	3.1 Fill out the SLP Grievance Form	None	10 minutes	GMO/ Technical Officer of the day Walk-in Client
	3.2 Validates lacking information of the client/s as necessary	None	3 Minutes	GMO/ Technical Officer of the day Administrative Assistant (AA)
4. Fill-up the CSMF	4. Request the client to fill-up the Client Satisfaction Measurement Form	None	5 Minutes	Walk-in Client
5. Received the Walk-in Client Slip	5.1 Issue SLP Walk-in Client Slip; Certify that clients appeared at the SLP NPMO	None	3 Minutes	GMO/ Technical Officer of the day Walk-in Client
	5.2 Data encoding of client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	GMO/ Technical Officer of the day

	5.3 Classify the complaint /grievance	None	3 Minutes	GRM Unit Head
	5.4 Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validates lacking information of the client/s as necessary.	None	10 minutes	GMO/ Technical Officer of the day
	5.5 Encode the details in the SLP GMS and EDTMS	None	6 minutes	GMO/ Technical Officer of the day Administrative Assistant (AA)
	5.6 Refer/Endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	GMO/ Technical Officer of the day
	5.7 Monitor and follow-up feedback/updates to concerned FOs	None	3 WD (simple) 7 WD (complex) 10-15 WD (highly technical)	GMO/ Technical Officer of the day
	5.8 Classify the Complaint / Grievance	None	3 Minutes	GRM Unit Head
<b>TOTAL FOR SIMPLE</b>		<b>None</b>	<b>3 days and 9 hours</b>	
<b>TOTAL FOR COMPLEX</b>		<b>None</b>	<b>7 days and 9 hours</b>	
<b>TOTAL FOR HIGHLY TECHNICAL</b>		<b>None</b>	<b>9 days and 9 hours</b>	

### 3. Referral Management Process for SLP - RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management Unit (SLP-GRMU), serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.



<b>Office or Division:</b>		Sustainable Livelihood Program – Referral Management Regional Office / Field Offices		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizens G2G – Government to Government		
<b>Who may avail:</b>		All Qualified Program Participants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy of filled-out SLP Profile Form- for Walk-in Clients;		SLP Helpdesk 3rd floor, Mahusay Building DSWD Regional Offices		
2. 1 copy of referral/endorsement letter from OBSUs, NGA's, and NGOs; and				
3. 1 photocopy of ID with three (3) specimen signature;				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012  Brief orientation on the SLP Processes  <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 2.6.</i>	None	10 minutes	Regional Program Management Office (RPMO) or Project Development Officer (PDO)
2. Fill-up the SLP Profile Form	2. Fill-out the SLP Profile Form	None	20 minutes	RPMO or PDO Walk-in Clients
3. Fill-up the logbook	3. Request the client to register in the Walk-In Clients Logbook			
4. Received of Walk-in Clients Slip	4.1 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO  <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>	None	20 minutes	PDO
	4.2 Assess/Validate the receive walk-in and referrals from	None	1 day	Regional Focal for Referral (RFR)

	SLP NPMO, PCC, 8888, OP and other institution			RPMO / PDO
	4.3 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	RPMO or PDO Administrative Assistant (AA)
	a. Provides list of names for name matching to Listahanan – NHTU and Pantawid Database  <i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>	None	Pantawid (1 day)  Non-Pantawid (2 days)	RPMO PDO
	4.4 Endorse to Provincial Offices for appropriate action	None	1 hour	RPMO PDO
3. Received of the information letter	3.1 Inform the client/s on the result of the name matching:  a.) If client is eligible proceed to cap build – Proceed 2.0 b.) If no matched – NTHU to conduct HAF or SLP Means Test c.) Conduct home visitation to Administration to HAF. d.) Administer SLP Means Test e.) If non-poor refer to other institution  <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>	None	1 day	Field PDO, IPDO and MPDO

	3.2 Administer the Livelihood Assessment Form (LAF)  *If eligible proceed to 2.0 *If not eligible refer to other institution	None	1 day	PDO  Partnership Officers
	3.3 Qualified individuals will undergo on the following activities: a.) Conduct Capacity Building b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis. c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them. d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.	None	3 days and 5 hours	PDO
	3.4 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		Program Participants
	3.5 Review and assess the project proposal  <i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i> <i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i>	None	1 day	Provincial Coordinator RPMO PDO Regional Review Committee (RRC)
	3.6 Prepare project proposals for fund processing.  <i>The proposal has been approved by the RD, then forwarded to FMD</i>	None	2 days	Regional Monitoring and Evaluation for Finance (RMEF)
	3.7 Prepare Obligation Report	None	2 days	Budget Officer/ SLP Mainstreamed Staff

	3.8 Prepare/process voucher	None	3 days	Accountant/ Mainstream Staff
	3.9 Monitor the issuance of the approved check for disbursement.	None	1 day	Cashier /Mainstreamed Staff
4. Received the Notification through (text, email, call and or visit)	4. Notify the program participants for the release of the check  <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	PDO
5. Received the Livelihood Assistance	5. Release of livelihood assistance	None	1 day	Regional Cashier(RC)
<b>TOTAL</b>		<b>None</b>	<b>19 days, 7 hours and 10 minutes</b>	

#### 4. Grievance Management Process for SLP - RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance Management Unit (GRMU)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government				
<b>Who may avail:</b>	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>           1 Copy of Filled-up SLP Grievance Form – for walk-in clients;            1 Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others;            1 Copy each of supporting documents            - Clients Testimony            - Witness Testimony <i>(if necessary)</i>            - Barangay / Police Report <i>(if necessary)</i> </td><td>           SLP Helpdesk            3<sup>rd</sup> Floor, Mahusay Building            DSWD Regional Offices         </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1 Copy of Filled-up SLP Grievance Form – for walk-in clients; 1 Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; 1 Copy each of supporting documents - Clients Testimony - Witness Testimony <i>(if necessary)</i> - Barangay / Police Report <i>(if necessary)</i>	SLP Helpdesk 3 <sup>rd</sup> Floor, Mahusay Building DSWD Regional Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1 Copy of Filled-up SLP Grievance Form – for walk-in clients; 1 Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; 1 Copy each of supporting documents - Clients Testimony - Witness Testimony <i>(if necessary)</i> - Barangay / Police Report <i>(if necessary)</i>	SLP Helpdesk 3 <sup>rd</sup> Floor, Mahusay Building DSWD Regional Offices				
<b>Regional Program Management Office (RPMO) Level</b>					

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: For complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 3.7.</i>	None	10 minutes	Grievance Management Officer (GMO)
2. Fill-up the SLP Grievance Intake Form	2. Fill-out the SLP Grievance Intake Form.	None	10 minutes	GMO Complainant
3. Fill-up the Logbook	3. Request the complainant to register in the Walk-in Complainant Logbook	None		GMO Complainant
4. Fill-up the CSMF; and receipt of the Walk-in Client Slip	4.1 Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 minutes	GMO Complainant
5. Receipt of the Walk-in Client Slip	5.1 Issue Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO	None	30 minutes	GMO Complainant
	5.2 Grievances are assessed and sorted based on the validity/gravity. a.) Ensure accomplished forms. b.) Prepare letter of acknowledgement. c.) Encoding to Database the deployment of Fact-Finding Team.	None		Regional Program Coordinator (RPC) Grievance Management Officer (GMO)
	5.3 <b>Non-Cognizable Grievance</b> (Simple Transactions)	None	1-3 working days	Fact Finding Team

	<p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>		7 working days	
	<p>5.4 For Cognizable Grievance- <b>Major Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	None	20 days	SLP Regional Grievance Management Committee (RGMC)
	5.5 The Fact-finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP	None	4 days	SLP Regional Grievance Management Committee (RGMC)
	5.6 Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback	None	4-13 days	Fact Finding Team
	5.7 Provide recommendation and decision or be endorsing to concerned OBSUs towards the resolution of the grievance	None	1 day	SLP Regional Grievance Management Committee (SLP RGMC)
	5.8 Provide feedback to the complainant on the action taken	None	1 day	Grievance Management Officer (GMO)

	5.9 The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	5.10 SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)	None	1 day	RGMO
	5.11 SLP RGMC gathered information/documentation for submission to the Office of the Secretary	None		FO RGMC/ AG-AC/ Management
	5.12 SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines	None		FO RGMC/ AG-AC/ Management
	5.13 SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission  LGU Employees - Endorse to the Local Government Unit – Local Chief Executives	None		FO RGMC/ AG-AC/ Management
	5.14 SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action.  The DSWD Central Office or Field Office lawsuits against the stakeholder	None		FO RGMC/ AG-AC/ Management
	5.15 SLP RGMC gathered information/documentation in the form of Grievance Management Report for	None		FO RGMC/ AG-AC/ Management

	submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			
	5.16 Issuance of Resolution based on the decision by the authority	None	1 day	(GMO)
	5.17 If Resolution was issued by the:  PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned	None	1 day	(GMO)
	5.18 Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. Encoded in the SLP Grievance Tracker	None	1 day	(GMO)
<b>TOTAL</b>		<b>None</b>	<b>43 days, 1 hour and 10 minutes - 57 days, 1 hour and 10 minutes</b>	

<b>Provincial Management Office (PMO) Level</b>				
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: For complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 3.4.</i>	None	10 minutes	Provincial Grievance Management Officer (PGMO)



number 2 after approval.				
2. Fill-up the SLP Grievance Intake Form	2. Fill-out the SLP Grievance Intake Form.	None	10 minutes	PGMO
3. Fill-up the logbook	3. Request the complainant to register in the Walk-in Complainant Logbook	None		PGMO
4. Receipt of the Walk-in Client Slip	4.1 Issue Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 minutes	PGMO
	4.2 Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database	None	30 minutes	PGMO
	4.3 Non-Cognizable Grievance (Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	1-3 days	PGMO
	4.4 All major grievances are endorsed to RPMO	None	1 day	PGMO
	4.5 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.	None	4-13 days	PGMO
	4.6 The Data gathered and essential information will be part of the endorsed documents to RPMO.	None	1 day	PGMO
	4.7 Provide feedback to the complainant on the action taken	None	1 day	PGMO
	4.8 Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	None	1day	PGMO

	Encoded in the SLP Grievance Tracker			
<b>TOTAL</b>		<b>None</b>	<b>9 days, 1 hour and 10 minutes - 19 days, 1 hour and 10 minutes</b>	

<b>SLP Municipal Level</b>				
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.4.</i>	None	11 minutes	FPDO
2. Fill-up the SLP Grievance Intake Form; and logbook	2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook	None	11 minutes	FPDO Complainant
3. Fill-up the logbook	3. Request the complainant to register in the Walk-in Complainant Logbook	None		FPDO Complainant
4. Received the SLP Walk-in Client Slip	4. Issue SLP Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO	None	20 minutes	FPDO Complainant
5. Fill-up the CSMF	5.1 Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None		FPDO Complainant
	5.2 Grievances are assessed (e.g. <i>involvement of PDO</i> ) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. Encoding to Database	None	PGMO 30 minutes	PGMO

	5.3 Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	3 days	PGMO
	5.4 All major grievances are endorsed to RPMO	None	1 day	PGMO
	5.5 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check the involvement of the PDO before	None	1 day	Grievance Verification Report (Annex C)
	5.6 Provide feedback to the complainant on the action taken	None	1 day	Grievance Feedback Report (Annex B)
	5.7 Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. Encoded in the SLP Grievance Tracker	None	1 day	Grievance Monitoring Report (Annex D)
<b>TOTAL</b>		<b>None</b>	<b>7 days, 1 Hour and 12 minutes</b>	

## **SOCIAL MARKETING SERVICES (SMS)**

### **FRONTLINE (EXTERNAL) SERVICES**

#### **1. Facilitation of Media Interview**

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders

<b>Office or Division:</b>		<b>Public Affairs and Advocacy Division</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>Public to Government (External)</b>		
<b>Who may avail:</b>		<b>Media Institutions/Media Practitioners</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Media Interview		Social Marketing Service - PAAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits request for media interview through email, text message, or through telephone call	1. Receives and reviews the request/ memorandum and scans it for SMS Data Tracking System (DTS).  Endorses the request to the SMS Director.	N/A	10 minutes	Office of the Director (OD) staff
	1.1 Reviews the request and writes instructions to concerned Division	N/A	6 minutes	SMS Director
	1.2 Scans instructions of SMS Director and forwards/ emails to Public Affairs and Advocacy Division (PAAD).	N/A	4 minutes	OD Admin Staff
	3 Records request and endorses to the PAAD Division Chief (DC).	N/A	7 minutes	PAAD Admin Staff
	4 Reviews request, instructs and assigns Technical Staff (TS) to act on the request  Reviews draft briefer submitted by the TS; returns to TS with suggested inputs.	N/A	10 minutes	PAAD Division Chief

	<p>5 Sends required Media Enquiry Form to requesting media institutions/media persons.</p> <p>Prepares briefers, conducts research based on guide questions, in coordination with focal program person of concerned OBSU and with previously approved briefers as reference.</p> <p>Incorporates inputs from DC.</p> <p>Revises draft document.</p>	N/A	2.5 hours	PAAD Technical Staff
	<p>6 If there are no further comment, DC endorses draft document to SMS Director for review and approval.</p>	N/A	1 hour	PAAD Division Chief
	<p>1.7 Reviews the document.</p> <p>If there are comments, SMS Director returns the draft document to DC for revision.</p> <p>If there are no further comments, SMS Director endorses to the Office of the Undersecretary for Social Welfare and Development (OUSWD).</p>	N/A	5.5 hours	SMS Director
	<p>8 Records the SMS submission for review of technical staff.</p>	N/A	10 minutes	OUSWD Admin Staff
	<p>1.9 Reviews draft briefer.</p> <p>Provides comments/ additional inputs.</p>	N/A	2.5 hours	Technical Staff of OUSWD
	<p>1.10 Revises output based on comments and additional inputs.</p> <p>Re-submits briefer to OUSWD for further review.</p>	N/A	4 hours	SMS

	1 Final reviews and endorses to OUSWD for approval.	N/A	2.5 hours	OUSWD Technical Staff
	12 OUSWD reviews the output.  If there are further comments, return output to TS for appropriate action.  If no further comments. OUSWD approves the request.		1 hour	OUSWD
	13 SMS coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Secretary.  Sends letter to media, including Client Satisfaction Survey	N/A	20 minutes	PAAD Technical Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>2 Working Days, 4 hours, 7 minutes</b>	

# **SOCIAL TECHNOLOGY BUREAU (STB)**

## **FRONTLINE (EXTERNAL) SERVICES**

### **1. Technical Assistance on STB-developed Programs and Projects**

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

<b>Office or Division:</b>	Social Technology Unit (STU)
<b>Classification</b>	Complex
<b>Types of Transaction:</b>	G2G – Government to Government G2C - Government to Citizens



<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe
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CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party,  2. details of the technical assistance needed.		Requesting Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1) The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD-Field Office through Social Technology Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.  For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.	1) Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System.  2) Forward the document to the Head of Office via email or printed copy	None	30 minutes	Administrative Staff	

None	<p>3) Assess the requested assistance and identify the concerned division/ staff who will take action on the request.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p>	None	4 hours	Head of Office
None	<p>4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System</p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p>	None	4 hours	Division Chief / Section / Unit Head
None	5) Review the request and its attachment.	None	1 hour	Technical Staff
None	6) Coordinate with the requesting or the needed technical assistance	None	3 hours	Technical Staff
None	<p>7) Prepare response to the request to include result of coordination with respective offices;</p> <p>7.1. Insert the Client Satisfaction Survey Form / Link in the response if the requested service was already provided through the response.</p>	None	2 hours	Technical Staff

	7.2. Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.			
None <i>Wala</i>	8. Review the response to the requesting office:  8.1. If approved, submit to the Regional Director, copy furnished the Document Tracker for recording.  If not approved, go back to number 7.	None	4 hours	Division Chief / Section / Unit Head
None	9.) Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/initials, proper use of templates	None	30 minutes	Administrative Staff
None <i>Wala</i>	10.) Review the response  10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System  If not approved, go back to number 8.	None	4 hours	Head of Office
None	11) Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/tracking tool	None	30 minutes	Administrative Staff
None	12.) Keep a copy of the file in the Records / Filing System	None	30 minutes	Administrative Staff
None	13) As may be needed and agreed with the requesting party, conduct actual technical assistance activity	None	2 days	Technical Staff

	(meeting, orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey.			
None	4.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	1 hour	Administrative Staff
TOTAL		None	5 days, 2 hours	

## 2. Technical Assistance on Program / Project Development or Enhancement

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

<b>Office or Division:</b>	Social Technology Bureau (STB)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail?:</b>	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Request Letter			From the requesting LGU, NGO, or NGA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or	1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	30 minutes	Administrative Staff

<p>other electronic platforms to STUs requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p>	Forward the document/email to the Head of Office via email or printed copy.			
	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request.	None Wa/a	4 hours	Office Director
	1.3. Record the note of the Bureau Director and forward the document/email to the concerned division.	None	1 hour	Administrative Staff
	1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned.	None	4 hours	Division/Section/Unit Head
	1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.	None	2 working days	Technical Staff
	1.6. Review and approve the official reply and its attachments.	None	2 hours	Division/Section/Unit Head

	<p>If with comments for revision, return to step 1.4.</p> <p>If approved, proceed to step 1.7</p>			
	1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-signatures/initials, proper use of templates.	None	30 minutes	<i>Administrative Staff</i>
	<p>1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.</p> <p>If with comments for revision, return to step 1.6.</p> <p>If approved, proceed to step 1.8.</p>	None	2 hours	Office Director
	1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier.	None	15 minutes	<i>Administrative Staff</i>
	1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client Satisfaction Survey.	None	2 days	Technical Staff
<b>Total</b>		None	<b>5 days, 6 hours &amp; 15 minutes</b>	



# SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU (SWIDB)

## FRONTLINE (EXTERNAL) SERVICES

### 1. Availment of Accommodation at SWADCAP Guest Rooms

The Social Welfare and Development Center for Asia and the Pacific (SWADCAP) has guest rooms that cater DSWD employees, other government staff, and private individuals either through walk-in or reservation basis. Customers will settle the payment upon vacating the room within the set schedule.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)	
<b>Classification :</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen	
<b>Who may avail:</b>	DSWD employees, other government workers/agencies, and private individuals/organizations	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A) Thru Reservation</b>		



1. SWADCAP Reservation Form	DSWD Website / DSWD ISO Resource Site			
2. Scanned copy of client's ID`	Requesting Party			
<b>B) Thru Walk-in</b>				
1. Billet Form accessible thru Google Form	Via generated QR Code			
2. Valid ID (to be uploaded online)	Requesting Party			
3. Feedback Form accessible thru Google Form	Via generated QR Code			
4. Provisionary Receipt	SWADCAP Front Desk			
<b>A. Thru Reservation</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if the guest room is available.		None		
	1. Check the availability of guest rooms through the SWADCAP Google Calendar.	None	5 minutes	Gelves C. Almiñe (Training Specialist I)
	2. If rooms are available, inform the client to download the Reservation Form through the DSWD website/DSWD ISO Resource Site.  If no rooms are available, inform the client about the unavailability of rooms.	None	5 minutes	Gelves C. Almiñe (Training Specialist I)

2. Download the Reservation Form via DSWD Website, fill out and submit it to the SWADCAP email together with the scanned copy of client's ID.				
	3. Receive and check the Reservation Form if properly accomplished.	None	5 minutes	Gelves Almiñe (Training Specialist I) C.
	4. If the details required are complete, book the reservation on the SWADCAP Google calendar.  If some details are lacking, inform the client to provide the information needed.	None	5 minutes	Gelves Almiñe (Training Specialist I) C.
	5. Confirm to the client about his/her booked reservation through email and request to accomplish the CSMS.	None	5 minutes	Gelves Almiñe (Training Specialist I) C.
	<b>SUBTOTAL PROCESSING TIME:</b>		25 minutes	
<i>Note: In case of rebooking, it should be</i>	If rooms are available, update the booking and		15 minutes	

<i>communicated through email and should be made at least three (3) days before the original reserved date.</i>	inform the client through email about the updated reservation.  If no rooms are available, inform the client.			
<b>Please proceed to B. Client Step No. 1 onwards.</b>				

<b>B. Thru Walk-In</b>				
<b>B.1 Check-In</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the front desk and express intent to check-in.				
	1. Receive the client and ask if he/she has a reservation.	None	2 minutes	Gelves Almiñe C. (Training Specialist I)
	2. If yes, request the client to scan the posted QR code to access and fill out the Billet Form through Google form and upload a scanned copy of his/her ID.  If there is no reservation, check the availability of guest rooms.  If there are available rooms, request the client to scan the	None	5 minutes	Gelves Almiñe C. (Training Specialist I)

	<p>posted QR code to access and fill out the Billet Form through Google form and upload a scanned copy of ID.</p> <p>If there are no available rooms, inform the client.</p>			
2. Scan the QR code and fill out the Billet Form.				
	3. Check if the client's encoded information is complete.	None	3 minutes	Gelves Almiñe (Training Specialist I) C.
	<p>4. If the client's details are complete, provide the room key and Room Amenities Checklist.</p> <p>If details are not complete, request the client to complete his/her details.</p> <p>Once completed, provide the room key and Room Amenities Checklist.</p>	None	5 minutes	Gelves Almiñe (Training Specialist I) C.
	5. Accompany the client to the assigned room and discuss the details of the Room Amenities Checklist.	None	5 minutes	Jhon Toledo/Jessica Ungui (Household Attendant III) Leo

	<b>SUBTOTAL PROCESSING TIME:</b>		<b>20 minutes</b>	
<b>B.2. Check-Out</b>				
1. Approach the front desk and surrender the room key to check out.				
	1. Receive the surrendered room key and instruct the client to scan the CSMS QR code to access and accomplish the CSMS.	None	3 minutes	Gelves Almiñe (Training Specialist I) C.
2. Scan the QR code and fill out the CSMS form.				
	2. Check the CSMS Database to ensure that CSMS is accomplished.	None	2 minutes	Gelves Almiñe (Training Specialist I) C.
	3. If CSMS is accomplished, instruct the SWADCAP maintenance/ security personnel to inspect the vacated room.  If CSMS is not yet accomplished, request the client to accomplish it. Once done,	None	3 minutes	Gelves Almiñe (Training Specialist I) C.

	instruct the SWADCAP maintenance/ security personnel to inspect the vacated room.			
	4. Inspect the client's vacated room vis-à-vis the Room Amenities Checklist to determine if nothing is missing or damaged in the room.	None	7 minutes	Jhon Leo Toledo/Jessica Ungui (Household Attendant III)
	5. Report the result of the inspection of the vacated room to the front desk.	None	2 minutes	Jhon Leo Toledo/Jessica Ungui (Household Attendant III)
	6. Inform the client about the result of the inspection. If there are damaged/ missing item/s, discuss the penalty with the client.	None	2 minutes	Gelves C. Almiñe (Training Specialist I)
	7. Prepare the Statement of Account.	None	5 minutes	Gelves C. Almiñe (Training Specialist I)
	8. Discuss the prepared SOA with the client.	None	3 minutes	Gelves C. Almiñe (Training Specialist I)
3. Pay the billed amount.		-For DSWD employees – PHP 300		

		-For other government workers outside DSWD – PHP 500  -For private individuals – PHP 700		
	9. Receive payment and issue a provisional receipt.		5 minutes	Gelves Almiñe (Training Specialist I) C.
	10. Encode the payment details in the Payment Database.		3 minutes	Gelves Almiñe (Training Specialist I) C.
	<b>SUBTOTAL PROCESSING TIME:</b>		<b>35 minutes</b>	
	<b>TOTAL PROCESSING TIME:</b>	-For DSWD employees – PHP 300  -For other government workers outside DSWD – PHP 500  -For private individuals – PHP 700	<b>80 minutes or 1 Hour and 20 minutes</b>	

## 2. SWADCAP Function Room Reservation by External Stakeholders

Request for and submission of Reservation Form and Activity Reservation Terms and Conditions to Social Welfare and Development Center for Asia and the Pacific (SWADCAP) for the use of function rooms by external stakeholders.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	Other government workers/agencies and private individuals/organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SWADCAP Reservation Form		DSWD Website		
2. SWADCAP Activity Reservation Terms and Conditions				
3. Scanned copy of client's ID		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Reservation Form and Activity Terms and Conditions through SWADCAP email.				
	1. Receive and check the Reservation Form and Activity Reservation Terms and Conditions if properly accomplished.	None	5 minutes	Gelves C. Almiñe (Training Specialist I)
	2. If the details required are complete, book	None	5 minutes	Gelves C. Almiñe (Training Specialist I)



	<p>the reservation on the SWADCAP Google calendar.</p> <p>If some details are lacking, inform the client to provide the information needed. Once lacking data are completed, book the reservation on the SWADCAP Google calendar.</p>			
	3. Inform the client through email about his/her confirmed reservation and request to accomplish the CSMS.	None	5 minutes	Gelves C. Almiñe (Training Specialist I)
	<b>TOTAL PROCESSING TIME:</b>	None	<b>15 minutes</b>	
<i>Note: In case of rebooking, it should be communicated through email and should be made at least seven (7) days before the original reserved date.</i>	<p>If rooms are available, update the booking and inform the client through email about the updated reservation.</p> <p>If no rooms are available, inform the client.</p>		15 minutes	

### 3. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen
<b>Who may avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
Confirmation Letter/ Regret Letter/ Referral Letter		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
Client Satisfaction Measurement Survey Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD		None		
	1. Receive, check and log the request letter.  Create a Routing Slip for the received request.  After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).	None	1 Hour	Records Section: Administrative Staff (RS:AS)

	<p>2. Upon receipt at the ORD, record the received request.</p> <p>Then, forward the request to the Regional Director for his/her action.</p>	None	3 Hours	Regional Executive Assistant (REA)/ORD Staff
	<p>3. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.</p>	None	3 Hours	Regional Director
	<p>4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.</p>	None	3 Hours	CBS/SWIDS: Administrative Staff
	<p>5. Review the request and assign it to technical staff.</p>	None	1 Hour	CBS/ SWIDS Section Head
	<p>6. Review the completeness of the request.</p>	None	15 minutes	CBS/ SWIDS: Assigned Staff
	<p>7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request form.</p> <p><i>Note: If the request indicates</i></p>	None	1 Hour and 45 minutes	CBS/ SWIDS: Assigned Staff

	<p><i>preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>			
	<p>8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> <li>1. Junior Specialist (JS)</li> <li>2. Program Focal (PF)</li> </ol>	None	12 Hours	CBS/ SWIDS: Assigned Staff

	<p>3. SWDL Net Member</p> <p>If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process of coordination, following the sequence, will be done.</p>			
	<p>9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	None	2 Hours	CBS/ SWIDS: Assigned Staff
	<p>10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p>	None	3 Hours	CBS/ SWIDS Head

	<p><i>with corrections:</i> Return the Confirmation Letter/Regret Letter, and draft RSO to the assigned CBS/SWIDS staff.</p> <p><i>with no correction:</i> Forward the Confirmation Letter/Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p>			
	<p>11. Review and approve the Confirmation Letter/Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i> Return the Confirmation Letter/Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>If with no corrections:</i> Approve the Confirmation Letter/Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.</p>	None	3 Hours	Regional Director
	<p>12. Send the Confirmation Letter/Regret Letter, and CSMS Form (google form) to the</p>	None	1 Hour	CBS/ SWIDS: Administrative Staff

	Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.  Record the details in the Logbook/ Incoming Database.			
2. Accomplish CSMS Form then submit to the CBS/SWIDS Administrative Staff via email	13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.  Encode the rest of the details of the request to the Database.	None		CBS/ SWIDS: Administrative Staff
	<b>TOTAL PROCESSING TIME:</b>	None	<b>34 Working Hours or 4 Days and 2 Hours</b>	

## **NON- FRONTLINE (INTERNAL) SERVICES**



## **ADMINISTRATIVE SERVICE (AS)**

### **NON-FRONTLINE (INTERNAL) SERVICES**

#### **1. Issuance of Sticker Pass**

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual//contractual/co-terminus employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs  1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person  1.2 Generate and portable equipment sticker pass and forward to AS-PSAMD Division Chief for signature  1.3 Record PESP details in the logbook	None	1 Hour	Property Records and Accountability Section Technical Staff
	1.4 Sign PESP	None	5 Minutes	AS-PSAMD Division Chief

2. Claim PESP and present the portable property	2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP  2.1 Attach PESP in the most visible and secure area of the property  2.2 Present PESP request submitted by the client for signature as received sticker  2.3 Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Property Records and Accountability Section Technical Staff
<b>TOTAL</b>		<b>None</b>	<b>1 HOUR, 35 MINUTES</b>	

## 2. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for FETS	1. Validate submitted request if duly signed by the concerned officials and employees	None	1 Hour	Property Records and Accountability Section Technical Staff

	<p>1.1 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request</p> <p>1.2 Approve request in PREMIS</p> <p>1.3 Accomplish the “encoded by” portion in the submitted FETS request</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,0000. Should the end user be COS, 2 copies of the undertaking shall be printed.</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS</p> <p>1.7 Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person</p>			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to	2. Validate the returned document if accurately signed and forward to AS-PSAMD Division Chief for approval	None	15 Minutes	PRAS Technical Staff

the visible and secure area of the property	2.1 Approve duly accomplished document	None	5 Minutes	AS-PSAMD Division Chief
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person	None	30 Minutes	Property Records and Accountability Section Technical Staff
	2.3 Record the approval of record in PREMIS			
	2.4 Scan and upload the approved PAR/ICS and or Undertaking			
	2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
<b>TOTAL</b>		<b>None</b>	<b>1 HOUR, 50 MINUTES</b>	

### 3. Surrender / Turnover of Property and Cancellation of Property Accountability

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction :</b>	G2G – Government to Government		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;	
2. Actual Property for turnover		To be made available by the accountable person	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1. Validate surrendered property vis-à-vis duly accomplished FETS  1.1 Fill up the “inspected and received by” portion in FETS  1.2 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.	None	15 Minutes	Warehouse and Supply Management Section Technical Staff
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and employees  2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request  2.3. Approve request in PREMIS  2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS.  2.5. Generate and print barcode sticker and attach to the surrendered property.	None	1 Hour	Warehouse and Supply Management Section Technical Staff
	2.6. Approve PAR/ICS	None	5 Minutes	AS-PSAMD Division Chief
	2.7. Scan approved documents and upload to PREMIS	None	15 Minutes	Property Records and Accountability Section Technical Staff

	2.8. Record the approval of record in PREMIS 2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
<b>TOTAL</b>			<b>1 HOUR, 35 MINUTES</b>	

#### 4. Recording, Documentation, and Issuance of Expendable or Consumable Supplies

Request of issuance of commonly use office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required		1. RIS template issued to respective Office, Bureaus, Services, Units (OBSUs) with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD, ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent OBSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Procurement Management	1. Receive, review and record the submitted duly approved RIS	None	2 Hours	PSAMD Administrative Staff

Service including required attachment such as PPMP and Technical Assistance Request	1.1 Assign RIS number 1.2 Verify availability of requested supplies and materials 1.3 Update concerned OBSU staff on the availability or non-availability of supplies and materials 1.4 Request for the approval of RIS of the Chief of AS-PSAMD			
2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials a. Updating of stock/bin card b. Pull out of stocks for issuance to requesting OBSU c. Update database	None	4 Hours	PSAMD Administrative Staff
<b>TOTAL:</b>		<b>None</b>	<b>6 HOURS</b>	

## 5. Re-issuance of Equipment and Semi-Expendable Supplies

Surrendered serviceable equipment may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction :</b>	G2G – Government to Government



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSAMD through the Designated Property Officer of concerned OBSU 3. From the AS-PSAMD / PREMIS online through the Designated Property Officer of concerned OBSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request  a. Inform requesting OBSU of availability or non-availability of items.  b. Request approval of FETS for confirmation of transfer	None	3 Hours	Requesting OBSU PSAMD staff
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR or ICS  a. Transfer accountability through updating of database and issuance of PAR or ICS  b. Process the approval of PAR or ICS	None	3 Hours	Requesting OBSU PSAMD staff
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	2 Hours	Requesting OBSU PSAMD staff
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 6. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their designated Property Officer on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction :</b>	G2G – Government to Government
<b>Who may avail:</b>	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request for Technical Assistance - One (1) original copy.	To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorize official.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request	None	5 Minutes	PSAMD Receiving Staff
	1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer.			
	1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.	None	10 Minutes	PSAMD CAO
	1.3 Assigned the request to concerned Technical Staff.			
	1.4 Technical Staff prepare reply for confirming the date of Technical Assistance.	None	5 Days	PSAMD Technical Staff

	a. Prepared Special Order (If Field Office) for the period of Technical Assistance.			
	b. Prepare the needed documents and information for the conduct of Technical Assistance			
	Conduct Technical Assistance on the scheduled date	None	1 day for OBSU/4 days for Field Office	PSAMD Technical Staff
2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	PSAMD Technical Staff
	2.1 Consolidate the Technical Assistance Evaluation Form.	None	7 Days from returned to Official Station	PSAMD technical staff
	2.2 Prepared Feedback Report for approval of PSAMD CAO.	None		
	2.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
TOTAL		None	14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office	

## 7. Facilitation of Request for Relief from Property Accountability from Commission on Audit

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AS-PSAMD facilitate this request upon submission of pertinent documents by the Accountable Officer.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
<b>Classification:</b>	Complex

<b>Type of Transaction :</b>		G2G – Government to Government		
<b>Who may avail:</b>		Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster 6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		1. From PSAMD Office through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From PSAMD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Technical Assistance to AS-PSAMD re loss of issued property	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer	None	5 Minutes	PSAMD Staff
	1.1 Review the document and assign to concerned Technical Staff	None	5 Minutes	PSAMD CAO
	1.2 Review and prepare Memorandum for signature of the Administrative Service Director addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the	None	3 Hours	PSAMD Technical Staff

	requirements to be submitted in accordance with the COA Guidelines.			
2. Submit request for relief from property accountability to COA with the following documentary requirements:	2. Review the documents submitted: 2.1. If not complete - Prepare Memorandum for Accountable Officer to require compliance 2.2. If complete - Prepare endorsement letter to Commission on Audit for Request for Relief to be signed by Undersecretary for GASSG. a. Forward the signed endorsement to COA copy furnished the Accountable Officer.	None	3 Hours	PSAMD Technical Staff
a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)				
3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision	3. Provide Technical Assistance as follows: 3.1. Request Granted – a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Director, copy	None	3 Hours	PSAMD Technical Staff

	furnished the Accountable Officer  b. Update records/PREMIS  3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement			
4. Submit replacement unit in accordance with COA Decision	4. Request presence of COA representative during inspection of replacement unit 4.1. Analyze the specification of offered replacement item. 4.2. Accept replacement unit upon concurrence of COA representative 4.3. Prepare necessary documentation/ update record in PREMIS 4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.		1 Hour   1 Hour  2 Hours	PSAMD Technical Staff
5. Pay the value of property in accordance with the COA Decision	5. Provide assistance as to the mode of payment 5.1. Prepare Memorandum to FMS for the receipt of payment; or 5.2. Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS		3 Hours	PSAMD Technical Staff
<b>TOTAL:</b>		<b>None</b>	<b>16 HOURS , 10 MINUTES</b>	

## 8. Facilitation of Request for Replacement/ Reimbursement of Lost Damaged or Destroyed Properties

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

<b>Office/Division:</b>		Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction :</b>		G2G – Government to Government		
<b>Who may avail:</b>		Department of Social Welfare and Development (DSWD) Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA  2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concerned to Undersecretary for GASSG		1. From PSAMD Office through PREMIS 2. To be prepared by the Client without any prescribed format		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP received by COA	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer	None	5 Minutes	PSAMD Staff
	1.1 Review the Request and RLSDDP			
	1.2 Assigned the request to concerned Technical Staff	None	5 Minutes	PSAMD CAO
	1.3 Review the Request.	None	4 Hours	PSAMD Technical Staff
	a. If not complete - Return to Accountable			

	<p>Officer for Compliance</p> <p>b. If complete – Prepare Memorandum on the recommendation relative to request to Undersecretary for GASSG to be signed by the AS-Director</p> <p>1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.</p>			
2. Submit compliance on the approved recommendation of settlement.	<p><b>2. Reimbursement</b></p> <p>2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.</p> <p>2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.</p> <p>2.3 Update PREMIS as to the settlement of property accountability.</p> <p><b>2. Replacement</b></p> <p>2.1 Inspection of the offered replacement item.</p>	None	1 Hour	PSAMD Staff      Technical



	a. If not compliant – Returned the item/s to Accountable Officer for compliance.  b. If compliant – Updates record in PREMIS  2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account..			
<b>TOTAL:</b>		<b>None</b>	<b>5 HOURS , 10 MINUTES</b>	

## 9. Request for Air Transport Service

The Administrative Service – General Services Division (AS – GSD) provides air transport services to all officials and employees, who are authorized to travel on official business, through the service provider's 24/7 online portal system.

<b>Office</b>		AS – General Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G Government-to-Government		
<b>Who may avail</b>		DSWD Central Office		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Submit the following documents to the Administrative Service-General Services Division (AS-GSD) System Administrator:  1. Air Transport Order (ATO)  2. Authority to Travel			Concerned Office, Bureau, and Service (OBS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the Air Transport Order (ATO) with the following details: Name of employee Scheduled flights Place of destination	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party  <i>Enhanced Document Transaction Management System (EDTMS) Controller</i>
2. Authority to Travel	2. Review/validate the ATO and Authority to Travel;	None	1-2 minutes	
3. Keep the receiving copy of the ATO and the Authority to Travel	3.1 Check and validate if concerned OBS is updated with their respective payments through the online portal system.  3.2. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened.  3.3. If concerned OBS has been found to have long overdue accounts, access to the portal system shall not be opened.	None	30 minutes	<i>Administrative Officer (System Administrator)</i>
4. Receive an e-mail to proceed with the conduct of the booking of scheduled flights.	3.4. Prepare an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online portal system.	None	5-10 minutes (depending on the number of officials listed on the ATO)	<i>Administrative Officer (System Administrator)</i>
5. ATRO to conduct the booking of flights through the online portal system.	3.5 Monitor the processing of payments of the booked flights	None	5-10 minutes	Administrative Assistant II
<b>TOTAL</b>		<b>None</b>	<b>54 minutes</b>	

## 10. Request for Use and Monitoring of Vehicle

Provision of Service Vehicle to the staff and employees of DSWD Central Offices and Field Offices from the pool of available and general use service vehicle of the Motorpool.

<b>Office</b>	AS – GSD – Transport Management Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G Government-to-Government			
<b>Who may avail</b>	All DSWD personnel regardless of nature of employment or rank			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Present either of the following to the AS-GSD: 2. Accomplished one (1) copy of Request for Use of Service Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). a. Original Copy for GSD b. One (1) receiving copy of the OBS (Xerox only) 3. Electronic Technical Assistance Request (ASETS)		The Request for Use of Service Vehicle Form can be requested at the GSD-TMS  AS-GSD Administrative Services e-Ticketing System (ASeTS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the filled –up Request for Use of Vehicle and/or AS-TMS-01); together with the receiving copy to the AS-GSD	2. Review and stamp “Receive” in the receiving copy	None	5 minutes	Requesting Party  <i>Administrative Aide II</i>
2. Informed of the availability of Vehicle and Driver Assignment	2.1 Review the current schedule of availability of vehicle and assign to concerned driver 2.2 Advise driver of his trip: 2.2.1 Motorpool Dispatcher prepares Trip ticket for trips within Metro Manila 2.2.2. Motorpool Dispatcher prepares Travel Order and Trip ticket in case of out-of town trip	None	1 day	<i>Motorpool Dispatcher</i>
3. Receive the Certification of unavailability of vehicle – in case of no available vehicle	3.1 The Motorpool dispatcher prepare certification of no available vehicle. 3.2 The GSD Chief signs the certification 3.3 Issue the certification	None	30 minutes	<i>Motorpool Dispatcher</i>

				<i>Administrative Officer III</i>
<b>Total</b>		<b>None</b>	<b>1 Day 35 Minutes</b>	

## 11. Request for DSWD Dormitory Accommodation

Administrative Service-General Services Division (AS – GSD) commits itself to deliver a very satisfactory delivery and conveyance of the officials, personnel, staff and services of the department at all times.

This services monitor the operations of the central office dormitories, auditorium and lobby areas and to ensure the quality service management of the facilities located at the DSWD central office.

<b>Office</b>	AS – GSD
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G Government-to-Government G2B Business Entity G2C Transacting Public
<b>Who may avail</b>	DSWD Central Office ,Field Offices and Others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present either of the following to the AS-GSD: 1. Request for CO Dorm Form to be received at the AS-GSD with attach Form (AS-GSD-P-08). 2. General Services Electronic- Ticketing System (GSETS)	To be accomplished and submitted by the requesting party to the AS-GSD  AS-GSD General Services Electronic- Ticketing System (GSETS))

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for CO Dorm AS-GSD-P-08 and/or done through GSETS together with the receiving copy to the AS-GSD	1. Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party  <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of CO Dorm	2.2.1 Review the current schedule of availability of CO Dorm 2.2.2 The Director shall approve the use of the CO-Dormitory which shall be use issued prior to check-in:	None	1 day	<i>Dormitory Manager I/II</i> <i>Director IV</i> <i>(Administrative Service)</i>  <i>Dormitory Manager I/II</i>

	2.2.3 Confirm to the guest the availability of the Dormitory through GSET, email or in writing.			
3. Upon check-in	3.3.1 GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility.	None	1-2 mins	<i>Dormitory Manager I/II</i>
4. Upon check-out	4.4.1 All accounts shall be settled before leaving the CO-Dormitory. Borrowed supplies, linen, and other items must be all accounted for by the lodger/guest. A clearance must be issued 4.4.2 Client must proceed to accounting to request order of payment to be present in Cash 4.4.3 Client must proceed to cash to pay his/her fees upon staying in Dormitory.	DSWD Officials- P250.00 Non DSWD- P350.00	5-15 mins	<i>Dormitory Manager I/II</i>  <i>Accounting</i>  <i>Cash</i>
5. Receive the Certification of unavailability of CO Dorm – in case of no available CO Dormitory	5.5.1 Prepare certification of no available CO Dormitory 5.5.2 The GSD Chief signs the certification 5.5.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day 34 Minutes</b>	

## 12. Request for Use of DSWD Conference Room

<b>Office</b>	AS – GSD		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G Government-to-Government		
<b>Who may avail</b>	DSWD Central Office and Field Offices		
<table border="1"> <tr> <td><b>CHECKLIST OF REQUIREMENTS</b></td> <td><b>WHERE TO SECURE</b></td> </tr> </table>		<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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Present either of the following to the AS-GSD: 1. Request for the use of DSWD Conference Room Form to be received at the AS-GSD with attach Form (AS-GSD-P-03). 2. General Services Electronic- Ticketing System (GSETS)	To be accomplished and submitted by the requesting party to the AS-GSD  AS-GSD General Services Electronic- Ticketing System (GSETS))
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for the use of DSWD Conference Room Form AS-GSD-P-03 and/or done through GSETS together with the receiving copy to the AS-GSD	1.1.1 Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party  <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of DSWD Conference Room	2.2.1 Review the current schedule of availability of DSWD Conference Room 2.2.2 The Director or Authorized Representative shall approve the use of the CO-Dormitory which shall be use issued prior to the conduct of activity/meetings: 2.2.3 Dormitory Manager shall inform the Requesting Party the availability of the DSWD Conference Room through GSET, email, call or in writing.	None	1-5 minutes	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i>  <i>Dormitory Manager I/II</i>
3. Receive the Certification of no available CO unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	3.3.1 Prepare certification of no available CO Dormitory and/or thru phone call or e-mail 3.3.2 The GSD Chief signs the certification 3.3.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
<b>TOTAL</b>		<b>None</b>	<b>22 Minutes</b>	

### 13. Request for Technical Assistance Relative to Building and Grounds Management

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the electronic system or manual request form.

The technical assistance can be categorized into:

**A. Corrective and/or Preventive Maintenance**

- This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by expertise of the skilled/technical personnel.

**B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation**

- This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.

**C. Engineering and Architectural Documents and Practices**

- This is particular to the Engineer and Architect expertise relate to providing technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

<b>Office</b>	AS – BUILDING AND GROUNDS MANAGEMENT DIVISION			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G Government-to-Government			
<b>Who may avail</b>	All Bureaus, Offices, Sections and/or Units of the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Electronic generated request using General Services e-Ticketing System (GSeTS);		<a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a>		
2. Accomplished manual request form (Request for Technical Assistance)		BGMD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit a request using the electronic system - The request can be submitted using the manual request form if the electronic system cannot be accessed.	1.1. Review and evaluate the submitted request. Correct the information if necessary.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
	1.2. Print the accepted request and forward to responsible skilled/technical personnel.	None	5 minutes	
	1.3. Determine and identify scope and requirement of the request	None	10 minutes	Skilled and/or Technical Personnel
	1.4. Perform a visual inspection if necessary and evaluate the specific request. - If the request has another need or does not apply to the designated staff. - If it can be resolved within the assigned staff's level, take appropriate action (Proceed to step 3.2).	None	1 hour	
2. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/replacement.	2.1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like: A. Plan/ Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference F. Project Proposal	None	1-7 days	Skilled and/or Technical Personnel



	2.2. All applicable documents shall be endorsed to the requesting office for confirmation and approval. - Revisions or adjustments maybe requested by the requesting office.	None	10 minutes	Administrative Staff (Outgoing Clerk)
	2.3. Review and revised the documents until approved	None	1-3 days	Skilled and/or Technical Personnel
	2.4. Endorse the approved documents and secure copy for filing. - If the request requires only technical documents, proceed to step 4.	None	10 minutes	Administrative Staff (Outgoing Clerk)
3. Prepare the necessary documents for the procurement stage and notify BGMD if all the materials/ services are ready to use.	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	Skilled Personnel
	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate adjustment	None	1 day	Skilled Personnel

4. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated personnel	4.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
<b>Total:</b>		<b>None</b>	<b>1-26 days</b>	

#### 14. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities. Regular sanitation and disinfection of the offices is being conducted every weekend even without a request from offices. This process is applicable only to those offices with COVID-19 positive employees and close contact. This can be scheduled during working days provided that the request must be properly coordinated with the Human Resource Management and Development Service (HRMDS) and Administrative Service for recommendation and approval.

<b>Office</b>	AS – BUILDING AND GROUNDS MANAGEMENT DIVISION								
<b>Classification</b>	Simple								
<b>Type of Transaction</b>	G2G Government-to-Government								
<b>Who may avail</b>	Designated GSeTS focal/alternate person of all OBSU								
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
1. Electronic generated request using General Services e-Ticketing System (GSeTS); or	<a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a>								
2. Accomplished manual request form (Request for Technical Assistance); or	BGMD Office								
3. Email									

	Submit request to admin@dswd.gov.ph and hrmds@dswd.gov.ph for approval and recommendation.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request using the electronic system or through email - The request can be submitted using the manual request form if the electronic system cannot be accessed. - Ensure that the request is properly communicated to HRMDS and AS, and has approval.	1.1. Review, check and coordinate with HRMDS.	None	15 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
	1.2. Print the request and forward to assigned personnel for appropriate action.	None	10 minutes	
	1.3. Verify the disinfection schedule and see if there is a pending request.	None	15 minutes	General Foreman
	1.4. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule.	None	10 minutes	
2. Adjust the work schedule of their employees. - No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule.	2.1. Perform all necessary preparations in accordance with the Department's safety and health protocol.	None	1 hour	BGMD Disinfection Team  General Foreman
	2.2. Proceed to the area/office and implement the sanitation and disinfection procedure	None	3 hours	
	2.3. Coordinate with the requesting office after the activity.	None	5 minutes	

3. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the assigned personnel	3.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
<b>Total:</b>		<b>None</b>	<b>5 hours</b>	

## 15. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

Prior to issuance to end user, all newly acquired properties, classified either as PPE or Semi-expendable properties shall first be coordinated with the Property Supply and Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

<b>Office/Division:</b>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Management Service -Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward complete documents (PO, Contract,	1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays	None	5 Minutes	Property Staff

SI/DR, Notice to Proceed, IAR, PTR) to Property Office	1.1 Validate the accuracy and completeness of all attached documents  If no, request for the lacking document/s  If yes, proceed to the next step	None	10 Minutes	Property Staff
	1.2 Determine the Property's acquisition cost.  If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module  If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module.  Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification	None	10 Minutes	Property Staff
	1.3 Identify the End User  Copy the assigned property number and open the "Transfer Thru Furniture and Equipment Transfer Slip (FETS)" module in PREMIS to record the identified end-user  As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.  Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer	None	15 Minutes	Property Staff

1.4 Print forms and Barcode Stickers Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS Report” module; the applicable forms shall depend on the acquisition cost (see process above):  Generate and print the barcode sticker, with number of copies, as, follows:	None	15 Minutes	Property Staff										
<table><tr><td>Computer Desktop</td><td>3</td></tr><tr><td>Split Type Air Condition Unit</td><td>2</td></tr><tr><td>Partitions</td><td>Depending on the number of partitions per property number</td></tr><tr><td>Blinds</td><td>Depending on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	3	Split Type Air Condition Unit	2	Partitions	Depending on the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other property	1			
Computer Desktop	3												
Split Type Air Condition Unit	2												
Partitions	Depending on the number of partitions per property number												
Blinds	Depending on the number of blinds per property number												
Other property	1												
1.5 Attach Barcode Stickers to the Property  The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user	None	10 Minutes	Property Staff										
1.6 Endorse Printed PAR/ICS to the End-user  The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user	None	5 Minutes	Property Staff										

	for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for “New Issuance”, for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user.			
	<p>1.7 Issue Property to the End User</p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.</p> <p>The property officer shall sign on the “Issued by” portion in the PAR/ICS</p>	None	1 Hour	Property Staff
	<p>1.8 Approve PAR/ICS</p> <p>After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the “Approved by” portion in the PAR or ICS</p>	None	5 Minutes	Head of Property Office
	<p>1.9 Provide copy of PAR/ICS to the concerned offices</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p> <p>For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division</p>	None	30 Minutes	Property Staff
	<p>1.10 Update PREMIS</p> <p>PREMIS shall be updated as to the following information:</p>	None	10 Minutes	Property Staff

	1. Date the PAR/ICS was returned with signature of the End-User			
	2. Date of approval of PAR/ICS			
<b>TOTAL</b>		None	2 HOURS, 55 MINUTES	

## 16. Physical Count of Property, Plant, and Equipment (PPE)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

<b>Office/Division:</b>		Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
<b>Classification:</b>		Highly Technical Transaction		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Department of Social Welfare and Development (DSWD) Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Special Order		1. Property Supply and Asset Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare Special Order	The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents	None	3 Days	Secretariat
2. Prepare Notice of Meeting	Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the ICCO/ICFO Chairperson. The agenda to be indicated in the Notice shall be as follows: 1. Date/schedule of conduct of Physical Count. 2. Crafting of inventory guidelines	None	30 Minutes	Secretariat



	<p>3. Assignments/roles of ICCO/ICFO members and other personnel involved</p> <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.</p> <p>ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count</p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p>			<p>Incoming/Outgoing Clerk</p> <p>ICCO/ICFO</p> <p>Secretariat</p>
3. Conduct Meeting	<p>1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines</p> <p>2. The Secretariat shall also prepare the following documents for signature of the GASSG Head/Regional Director:</p> <p>a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations</p> <p>b. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit Analyst to request representatives who will witness the conduct of physical count</p>	None	90 Minutes	Secretariat
Route/Disseminate Information to Concerned Offices	<p>Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information.</p>	None	5 Minutes	Incoming/Outgoing Clerk

Provide Instruction	Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count	None	30 Minutes	ICCO/ICFO Chairperson Inventory Team
Conduct the Physical Count	Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.	None	2 Minutes per Property Item	ICCO/ICFO Chairperson Inventory Team  Secretariat
Prepare the Inventory Findings/Report	<p>After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p>The result must specify ICCO/ICFO's findings such as:</p> <ol style="list-style-type: none"> <li>1. Properties that are located in the station; and</li> <li>2. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation</li> </ol>	None	4 Hours	ICCO/ICFO  Secretariat  Head of Office
Forward signed Inventory Report/Findings	Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s	None	5 Minutes	Incoming/Outgoing Clerk
Conduct Re-Inventory/Revalidation	This activity will address the result/findings of discrepancies during the conduct of physical count of properties	None	2 Hours	Inventory Team

Conduct Reconciliation of Property Records and Books of Accounts	<p>Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p>	None	5 Days	ICCO/ICFO Secretariat
Endorse the RPCPPE for Approval	<p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).</p> <p>All ICCO/ICFO members shall review and affix their signature in RPCPPE.</p>	None	4 Hours	Secretariat
Prepare RPCPPE	<p>Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority.</p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p>	None	30 Minutes	Director of Administrative Service/GASSD Chief  Assistant Secretary for Administration/ Assistant RD for Administration  GASSG Undersecretary/ Regional Director Incoming/Outgoing Clerk
Submit/ Transmit the Approved RPCPPE to COA and IAS	<p>The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audit Analyst and Accounting Division/Section.</p>	None	15 Minutes	Secretariat  Incoming/Outgoing Clerk
File Copy of RPCPPE	<p>The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.</p>	None	5 Minutes	Secretariat

<b>TOTAL</b>	<b>NONE</b>	<b>9 DAYS 12 HOURS AND 32 MINUTES</b>
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## 15. Competitive Bidding / Public Bidding

Procurement of Goods, Non-consulting and Consulting Services and contracting of Infrastructure Projects based on the requirement needed by the agency to be procured using Competitive Bidding as the primary mode of government procurement under Republic Act 9184 or the Government Procurement Reform Act (GPRA).

<b>Office or Division:</b>	Procurement Management Service (PMS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)	
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of <b>approved PPMP</b> and <b>Project Proposal / Terms of Reference, if necessary.</b>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)		Must be attached to the Purchase Request
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract ( <i>Pursuant to COA Checklist Circular No. 2012-001</i> );		DBM DBM AS-GSD OBS
Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;		BGMD
I.T. Equipment and Software: 1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract ( <i>Pursuant to COA Checklist Circular No. 2012-001</i> )		DICT DBM ICTMS OBS

[illegible]

	sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat			
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference</p> <p>The BAC shall conduct Pre-procurement conference for projects costing 2 million &amp; up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p> <p>1.1. Check the completeness of the document being endorsed.</p> <p>1.2. Review the PR and its supporting documents (correctness).</p> <p>1.3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.</p> <p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p> <p>1.5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).</p> <p>1.6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned.</p>	None	Within two (2) working days	<i>PMS - BAC Secretariat</i>
Prospective bidder/supplier, contractor/ consultant and service provider	Posting of Procurement Opportunities	None	Eight (8) calendar days	<i>PMS BAC Secretariat</i>

may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	1.1 Update the content of the BD based on the agreements during the Pre-Procurement Conference  1.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.  1.3 Forward the ITB to the BAC Chairperson for his/her signature.  1.4 Scan the signed ITB.  1.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).  1.6 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.			
Bring a copy of the ITB to the Accounting Division at 2 <sup>nd</sup> floor of Matapat Building for the Issuance of Order of Payment; then proceed to Cash Division (located in same floor near Accounting Division) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement Management Service, Ground floor, Matapat Building to claim the paid Bidding Document.	Sale of Bidding Document  Check the Official Receipt (OR) issued by the DSWD - Cash Division to the prospective bidder/supplier, contractor/consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PMS – BAC Secretariat</i>

	<p>Sending of Invitation to Observers</p> <ol style="list-style-type: none"> <li>Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson.</li> <li>Forward the Notice to the BAC Chairperson for his/her signature.</li> <li>Send thru electronic mail (email) an advance copy of the Notice to the Observers.</li> <li>Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)</li> </ol>	None	One (1) working day	<i>PMS – BAC Secretariat</i>
<p>Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free;</p> <p>Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.</p> <p>Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.</p> <p>Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.</p>	<p>Conduct of Pre-Bid Conference</p> <p>Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.</p> <p>Pre-Bid Conference may be done thru Video Conferencing.</p> <p><i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor, consultant, service provider who purchased the BD.</i></p>	None	One (1) working day (must be 12 calendar days before the deadline of submission and receipt of bids)	<i>PMS – BAC Secretariat</i>
Secure a copy of the posted Supplemental	Posting of Supplemental Bid Bulletin	None	At least seven (7) calendar	<i>PMS – BAC Secretariat</i>



Bid Bulletin which shall be included in the submission of Bid Proposal	All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids		days before the deadline of submission and receipt of bids	
Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;  May attend the conduct of the Opening of Bids	<p>Conduct of the Opening of Bids</p> <p>On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.</p> <p>Only the financial bid of bidders who passed the Eligibility Screening will be opened.</p> <p>The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.</p>	None	One (1) working day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Bid Evaluation</p> <p>The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.</p>	None	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>
	Creation of Technical Working Group (TWG), if necessary	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	<i>PMS – BAC Secretariat</i>

	ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents.			
Awarded Lowest Calculated and Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder (HRRB) to acknowledge receipt of the NOA.  Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA	Signing of BAC Resolution and Issuance / Signing of Notice of Award (NOA)  1.1 The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.  1.2 Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.  1.3 Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.  Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.  Note: Awarded LCRB / HRRB will personally appear at the PMS – BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.	None	Three (3) working days	<i>PMS – BAC Secretariat</i>
		None	one (1) working day	<i>PMS – BAC Secretariat / PMS - CMD</i>
	PMS-PPMD / PMS-CMD to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by DSWD Legal Service.	None	two (2) working days	<i>PMS – PPMD / PMS-CMD</i>
	(Once Legal Review is received by PPMD from Legal Service (LS))  Revise and Finalize the draft contract according to legal review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.	None	one (1) working day	<i>PMS – PPMD / PMS-CMD</i>
	Expedite signing of contract by End-User/OBSU's HOPE; Coordinate with	None	three (3) working days	<i>PMS-CMD</i>

	FMS Budget Division and Accounting Division for immediate funding and creation of OBRs;  Receive signed copy of the contract for endorsement to Supplier/Service Provider			
Sign four (4) copies of the contract, have it notarized, and return to PMS-CMD	Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider	None	one (1) working day	<i>PMS-CMD</i>
Sign the contract prior to Notarization	Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP	None	Within 10 calendar days from the receipt of NOA	<i>PMS-CMD</i>
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.	one (1) working day	<i>PMS-CMD</i>
Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider	None	Within 7 calendar days from the approval of the contract by the HOPE	<i>PMS-CMD</i>
	Posting of Contract and NTP on PhilGEPS and DSWD website	None	one (1) working day	<i>PMS - BAC Secretariat</i>
	Provide copy of the contract and NTP to the COA	None	one (1) working day	<i>PMS-CMD</i>
Inform Procurement Officer of exact date of delivery as provided in the contract	Coordinate with PSAMD or NRLMB, and Inspection Committee about schedule of delivery and ensure available warehouse space	None	one (1) working day	<i>PMS-CMD</i>
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement)	None	one (1) working day	<i>PMS-CMD / PSAMD</i>

	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	None	one (1) working day	<i>PMS-CMD</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	None	one (1) working day	<i>PMS-CMD End-User/OBSU</i>
After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS	None	Fifteen (15) working days.	<i>PMS-CMD FMS</i>
Submit Sales Invoice, Billing Statement or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	None	one (1) working day	<i>PMS-CMD</i>
Preparation and Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division	None	Fifteen (15) to Thirty (30) working days	<i>PMS-CMD /FMS</i>

## 16. Procurement under Small Value Procurement

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (BGMD/ICTMS/SMS)</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Small Value Procurement:</b></p> <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.</p> <p>The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications</p> <ul style="list-style-type: none"> <li>• <u>Receipt of at least one (1) quotation/proposal is sufficient</u> to proceed with the evaluation thereof</li> <li>• Threshold for SVP is not exceeding PhP 1,000,000.00</li> <li>• Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00</u>.</li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications,</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p><b>Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ/RFP shall</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit



	PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRS and have the PO signed by the HoPE	<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier/ Consultant
	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Submit Invoice, Statement of Accounts	<b>Contract Implementation -</b> End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of	Not Applicable	As indicated in the approved TOR	End-user Unit



	Disbursement Voucher (DV) for processing of payment.			
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b> Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 17. Procurement under Lease of Real Property and Venue

Service Information: of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)		
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Evaluation Criteria/Rating Factor</li> <li>• Justification on the proposed venue/location</li> <li>• Certification that DSWD facilities are not available</li> </ul> <b>Applicability:</b> <ul style="list-style-type: none"> <li>• Procurement covering lease of real property and venue of official use.</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office	

<ul style="list-style-type: none"> <li>It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</li> <li>It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</li> <li>In the event that the PE would resort to privately-owned real property or venue, the <b>End-User unit shall justify that the same is more efficient and economical to the government.</b></li> </ul> <p><b>Conditions for Lease of Real Property and Venue:</b></p> <ul style="list-style-type: none"> <li>The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical           <ul style="list-style-type: none"> <li>The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates.</li> <li>Rental rates should also be within the prevailing market rates</li> </ul> </li> <li>Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184.           <ul style="list-style-type: none"> <li>The PMS-PPMD shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue.</li> <li>Receipt of <b>at least one (1) quotation is sufficient</b> to proceed with the evaluation.</li> <li><b>Lease contracts</b> amounting to <b>more than PhP50,000.00</b> shall be <b>posted in the PhilGEPS website.</b></li> </ul> </li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p>	Not applicable	Three (3) calendar days	End-User Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the</p>	<p>Not applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-PPMD, BAC Secretariat/ TWG</p>

	<p>legally, technically and financially capable supplier, service provider or contractor.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit

	summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Contract Implementation</b>  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 18. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (BGMD/ICTMS/SMS)</li> <li>• </li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> </ul> <p><b>Shopping:</b></p> <p>It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.</p> <ul style="list-style-type: none"> <li>• The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are <u>necessary in the transaction of official business, and consumed in the day-to-day operations</u>. This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.</li> </ul> <p><b>Conditions for Shopping under Section 52.1 (a):</b></p> <ul style="list-style-type: none"> <li>• There is an unforeseen contingency requiring immediate purchase</li> <li>• Amount does not exceed the threshold</li> <li>• The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of <u>one (1) RFQ</u> will suffice.</li> <li>• Posting of the RFQ may be dispensed with</li> </ul> <p><b>Conditions for Shopping under Section 52.1 (b):</b></p> <ul style="list-style-type: none"> <li>• Procurement of ordinary or regular office supplies and equipment <u>not available in PS-DBM</u></li> <li>• The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and <u>at least three (3) price quotations must be obtained</u>.</li> </ul> <p><input type="checkbox"/> The deadline for submission <b>may be extended thrice</b>, if none or less than the required number of quotations are received.</p> <p><input type="checkbox"/> In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H.</p> <p><input type="checkbox"/> Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00</p>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>

<input type="checkbox"/> Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p><b>Posting at PhilGEPS and DSWD Website</b></p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG



	submitted price quotations BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.			
	<b>Preparation of Abstract of Quotation</b>  The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending adoption of the Shopping modality and award of contract to the supplier/ service provider/ with Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  The BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO).	Not applicable	Seven (7) calendar days	BAC Secretariat, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The PMS-CMD prepares and facilitate the issuance PO.  Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<b>Receipt of the funded PO</b>  Upon receipt of the duly funded PO, the CMD Procurement Officer shall facilitate the signing of PO, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier

Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Supply and Delivery of Goods</b> For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b> Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 19. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:

- Approved Project Proposal
- Approved Terms of Reference
- Justification
- Price Quotation/ Proposal
- Market Scanning/ Research

**Applicability:**

- Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.)
- Scientific, academic, scholarly work or research, or legal services
- Highly-specialized life-saving medical equipment, as certified by the Department of Health
- Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;
- Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;
- The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor.

**Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:**

- The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor
- The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms
- The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms

End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar day	PMS-PPMD
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents –</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit

	<p>e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE	<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>	Not applicable	Three (3) working day	PMS-CMD, End-user Unit

	<p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Invoice, Statement of Accounts Preparation and Signing of Disbursement Vouchers	<p><b>Preparation of Disbursement Voucher (DV) for Payment</b></p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 20. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Curriculum Vitae</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Consultancy Services</li> </ul> <p><b>Conditions for Highly Technical Consultant:</b></p> <ul style="list-style-type: none"> <li>• Work involves:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Highly technical or proprietary</li> <li><input type="checkbox"/> Primarily confidential or policy determining, where trust and confidence are the primary consideration</li> </ul> </li> <li>• Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter</li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD



	<p>according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar day	PMS-PPMD
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit, TWG



	<p>unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not applicable	Three (3) working day	PMS-CMD, End-user Unit
	<b>Receipt of the funded PO/Contract</b>	Not Applicable	Three (3) working days	PMS-CMD, Supplier

	Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Invoice, Statement of Accounts Preparation and Signing of Disbursement Vouchers	<b>Sales Billing or Statement of Account and</b> <b>Preparation of Disbursement Voucher (DV) for Payment</b> Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 21. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Price Quotation/ Proposal</li> <li>• Market Scanning/ Research, if applicable</li> </ul> <b>Applicability:</b> <ul style="list-style-type: none"> <li>• Goods</li> </ul>	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office

<ul style="list-style-type: none"> <li>Infrastructure Projects</li> <li>Consulting Services</li> </ul> <p><b>Conditions for Agency to Agency:</b></p> <ul style="list-style-type: none"> <li>Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE</li> <li>The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government</li> <li>The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity</li> <li>Servicing Agency has the absorptive capacity to undertake the project</li> <li>Servicing Agency owns or has access to the necessary tools and equipment required for the project</li> <li>Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system</li> <li>For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, End-user Unit

	<p>technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding (MOU).</p>			
Prepare the OBRs and have the PO signed by the HoPE	<p><b>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance of MOU.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not applicable	Three (3) working days	PMS-CMD, End-user Unit
	<b>Receipt of the funded PO/Contract</b>	Not Applicable	Three (3) working days	PMS-CMD, Supplier

		Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Invoice, Statement of Accounts	Sales Billing or of	<b>Preparation of Disbursement Voucher (DV) for Payment</b> Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 22. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Pre-repair Inspection Report</li> <li>• Service Provider Diagnostic Report</li> <li>• Certificate of Exclusive/Sole Distributorship</li> <li>• Market Survey/Market Research, if applicable</li> <li>• Property Accountability Report (PAR), if applicable</li> <li>• Price Quotation</li> </ul>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>

**Conditions for Direct Contracting:**

- Single source procurement that does not require elaborate Bidding Documents
- End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market
- Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights
- Critical components from a specific supplier to hold a contractor to guarantee its project performance
- Items sold by an exclusive manufacturer or dealer, subject to the following conditions:
  - ☐ No other suppliers selling it at lower prices; and
  - ☐ No suitable substitute can be obtained at more advantageous terms to the Government

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p>	Not applicable	Ten (10) calendar days	BAC Secretariat



	<p>The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier

Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

### 23. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Justification</li> <li>• Market Survey/Market Research</li> <li>• Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed</li> <li>• Inspection and Acceptance Certificate</li> <li>• Price Quotation</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Repeat Order:</b></p> <ul style="list-style-type: none"> <li>• Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification</li> <li>• No splitting of contracts, requisition and Purchase Orders</li> <li>• Availd of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period</li> <li>• Not to exceed 25% of the quantity of each item in the original contract</li> <li>• Original contract awarded through competitive bidding</li> <li>• The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.</p>	Not applicable	Three (3) calendar days	PMS- PPMD
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or	<p><b>Supply and Delivery of Goods</b></p> <p>For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the</p>	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD

Statement of Accounts	<p>receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
Preparation and Signing of Disbursement Vouchers	<p><b>Facilitation of Disbursement Voucher (DV) for Payment</b></p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 24. Procurement under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)		
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>Approved Terms of Reference</li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>	

<ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Documentary Requirements:</b></p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> <li>• BAC Resolution Declaring 2<sup>nd</sup> Failure of Bidding</li> </ul> <p><b>Conditions:</b></p> <ul style="list-style-type: none"> <li>• Failed competitive bidding for the second time under Sec. 35; and</li> <li>• Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding</li> <li>• End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD



	<p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p><b>Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification</b></p> <p>Procurement Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.</p> <p>The PPMD Procurement Officer shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG



	<p>allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	<p>Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier/ Consultant
	<p><b>Supply and Delivery of Goods</b></p> <p>For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p>	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD

	The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Submit Invoice, Statement of Accounts	Sales Billing or <b>Contract Implementation -</b> End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PMS-CMD, FMS

## 25. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office Division:</b>	or Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference (TOR)</li> <li>• Justification Letter</li> <li>• Market Survey/Market Research</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Project</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Emergency Cases:</b></p> <ul style="list-style-type: none"> <li>• In case of imminent danger to life or property during a state of calamity</li> <li>• When time is of the essence arising from natural or man-made calamities</li> <li>• Other causes where immediate action is necessary:               <ul style="list-style-type: none"> <li><input type="checkbox"/> To prevent damage to or loss of life or property</li> <li><input type="checkbox"/> To restore vital public services, infrastructure facilities and other public utilities</li> </ul> </li> <li>• In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract</li> <li>• Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed</li> <li>• When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered</li> <li>• When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken</li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahasangha Building, DSWD Central Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER, BAC Secretariat, TWG

	<p>specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit

		PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRs and have the PO signed by the HoPE		<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
		<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.  In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/ consultant.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing	and of	<b>Preparation of Disbursement Voucher (DV) for Payment</b>	Not Applicable	Three (3) working days	PMS-CMD, FMS



Disbursement Vouchers	<p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>			
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## 26. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)		
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification Letter</li> <li>• Market Survey / Market Research</li> <li>• Price Quotation/ Proposal</li> </ul> <p><b>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</b></p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p> <ul style="list-style-type: none"> <li>• <b>For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants:</b></li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Mahusay Building, DSWD Central Office</p>	



<p>a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>● <b>For airline tickets:</b></p> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution with the following recommendation:</p> <ul style="list-style-type: none"> <li>The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this</li> </ul>	Not applicable	Ten (10) calendar days	BAC Secretariat, PMS-CMD

	<p>Guidelines shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may.</p> <ul style="list-style-type: none"> <li>Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.</li> </ul> <p>The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding/ Agreement (MOU/A).</p>			
Prepare the OBR and have the PO signed by the HoPE	<p><b>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The End-user Unit/s (OBSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	End-user Unit
	<p><b>Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</b></p> <p>Upon receipt of the duly funded MOU/A, the End-user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves</p>	Not Applicable	Three (3) working days	End-user Unit

		immediately to the supplier and/or service provider.			
Submit Invoice, Statement of Accounts	Sales Billing or	<b>Contract Implementation</b> End-user Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	and of	<b>Preparation of Disbursement Voucher (DV) for Payment</b> Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV. It shall then endorse to Head of OBS, Cluster Head concerned for signature and for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	End-user Unit, FMS

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)**

## **NON-FRONTLINE (INTERNAL) SERVICES**

### **1. Issuance of Service Record to Current Officials and Employees**

The Service Record (SR) is issued to current Officials and employees in the Central Office and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well, if needed) and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Officer CO & FO Personnel Transaction Section
	2.2. Encode/ check details of SR, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the SR	none	3 hours and 30 minutes (depending on the availability of signatories)	Section Head PAD Section or Personnel Officer  OIC/Chief Admin. Officer Personnel Admin. Division

	2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Officer CO & FO Personnel Transaction Section
3. Get the SR issued	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
<b>TOTAL</b> May be extended depending on the volume of transactions handled		None	3 Days	

## 2. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers

The COE is issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

<b>Office or Division:</b>	Personnel Administration Division (PAD)				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	Current Central Office (CO) Officials, Employees and COS Workers				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request			PAD Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area	
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and	none		Personnel Admin. Asst. MOA Section	

	check the FILE 201 if needed.		2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	(for COS Workers) Personnel Admin. Asst. CO & FO Personnel Transaction Section (for Officials and employees)
	2.2. Encode/check details to COE, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the COE	none	3 hours and 30 minutes	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	2.4. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call)	none	10 minutes	Personnel Admin. Asst. MOA Section (for COS Workers)  Personnel Admin. Asst. CO & FO Personnel Transaction Section (for Officials and employees)
4. Get the COE issued	5. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
<b>TOTAL</b> May be extended depending on the volume of transactions handled		none	3 days	



### 3. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees

The CLWOP/CNLWOP is being issued to current Officials and employees in the Central Office (CO), which certifies that they have/do not have LWOP for a certain period.

<b>Office or Division:</b>		Personnel Administration Division (PAD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Government		
<b>Who may avail:</b>		Current CO Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1. Receive the complete documents submitted. 2. Forward the request to the PAD Focal Person.	none	5 minutes	<b>Receiving Clerk/Email Custodian</b> PAD Receiving Area
2. Wait for advice of the assigned Focal Person	3. Review the documents submitted and check if the client already has an encoded ELARS.  3.1. If there is none, encode the ELARS.  3.2. If there is an encoded ELARS, proceed to step 4.  3.3. If there is an encoded and reviewed	none	6 days, 5 hours and 45 minutes  <i>May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i>	<b>Focal Person</b> LAS

	ELARS, proceed to step 6.			
	4. Review/check the ELARS vis-à-vis the leave card.			<b>Administrative Staff LAS</b>
	5. Reprint the corrected ELARS, if errors are found.			<b>Focal Person LAS</b>
	6. Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents.			<b>Focal Person LAS</b>
	7. The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.	none	2 hours	<b>Focal Person LAS</b>
	8. The Certifying Authority shall sign the CLWOP/ CNLWOP.			<b>Certifying Authority PAD</b>
	9. Ensure that the CLWOP/ CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.	none	10 minutes	<b>Outgoing Clerk or Email Custodian or Focal Person PAD/LAS</b>
	10. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/chat.			<b>Outgoing Clerk or Email Custodian or Focal Person PAD/LAS</b>

3. Get the CLWOP/CNLWOP issued.	11. Provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.			<b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS  Client
<b>TOTAL</b> <b>May be extended based on the number of transactions being handled.</b>		<b>none</b>	<b>7 days</b>	

#### 4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

The CLC is issued to current Officials and employees in the Central Office, which certifies their unutilized leave credit balances for a certain period.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Current CO Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1. Receive the complete documents submitted. 2. Forward the request to the PAD Focal Person.	none	5 minutes	<b>Receiving Clerk/Email Custodian</b> PAD Receiving Area
2. Wait for advice of the assigned Focal Person	3. Review the documents submitted and check if the client	none	6 days, 5 hours and 45 minutes	<b>Focal Person</b> LAS

	<p>already has an encoded ELARS.</p> <p>3.1. If there is none, encode the ELARS.</p> <p>3.2. If there is an encoded ELARS, proceed to step 4.</p> <p>3.3. If there is an encoded and reviewed ELARS, proceed to step 6.</p> <p>4. Review/check the ELARS vis-à-vis the leave card.</p> <p>5. Reprint the corrected ELARS, if errors are found.</p> <p>6. Encode the needed details to the CLC, print the issuance and attach the necessary documents.</p>		<p><i>May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	<p><b>Administrative Staff</b> LAS</p> <p><b>Focal Person</b> LAS</p> <p><b>Focal Person</b> LAS</p>
	<p>7. The Focal Person shall forward the CLC to the Certifying Authority for certification.</p> <p>8. The Certifying Authority shall sign the CLC.</p>	none	2 hours	<p><b>Focal Person</b> LAS</p> <p><b>Certifying Authority</b> PAD</p>
	9. Ensure that the CLC has a security feature (e.g. barcode, dry	none	10 minutes	<b>Outgoing Clerk or Email</b>

3. Get the CLC issued.	seal, etc.) to avoid data fraud or falsification of document.			<b>Custodian or Focal Person</b> PAD/LAS
	10. Inform the client that the CLC is ready for releasing via email/SMS/call/chat.			<b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS
	11. Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.			<b>Outgoing Clerk or Email Custodian or Focal Person</b> PAD/LAS  Client
<b>TOTAL</b> May be extended based on the number of transactions being handled.		none	7 days	

## 5. Certification of Performance Ratings

This service covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal Letter or email request for certification of performance rating		PMS Receiving Area DSPMS Online Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk. Or request for certification thru the DSPMS online portal	1. Receive the formal request or acknowledge email request and forward to concerned PMS staff for action	N/A	10 minutes	PMS Staff
2. Wait for advice from the PMS	3. Review the submitted request and check if the ratings for the requested rating period is available in the PMS Database	N/A	12 hours	PMS Staff
	4. If rating is available, the PMS staff shall prepare the Certification of performance Rating for approval	N/A	7 hours	PMS Staff Authorized Certifying Authority
	5.1. If the rating is not available, the PMS shall prepare the certification of no rating for approval			
3. Receive the documents and fill-up the customer feedback form	5. Once the certificates are signed, the document shall be forwarded to the PMS outgoing staff for transmittal to the requesting OBS/individual	N/A	50 minutes	PMS Staff
4. Submit the filled-up customer feedback form to the PMS Staff	6. Once the document has been received by the requesting OBS/individual, the PMS staff shall file the receiving copy and record the transaction in the monitoring tool	N/A		PMS Staff
<b>TOTAL</b>		<b>none</b>	<b>2 ½ days</b>	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as

			recorded in the Leave Ledger
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**INFORMATION COMMUNICATION  
TECHNOLOGY MANAGEMENT SERVICE  
(ICTMS)**

**NON-FRONTLINE (INTERNAL) SERVICES**

## 1. ICT Support Services

### a. Information Systems Development

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

<b>Office or Division:</b>	BSSDD ICTMS			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum or Proposal		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1. Four [4] sub-processes are initiated by the ICTMS-BSSDD, in coordination with the Data Management Division [DMD]: <ul style="list-style-type: none"> <li>• BPRA</li> <li>• System Design</li> <li>• System Development</li> <li>• System Testing</li> </ul> 2. A fifth [5] sub-process which is the System <b>Deployment</b> is done in partnership with the Infrastructure Management Division [IMD], Network and Technical Service Support Division	N/A	Depends on the requirement of the business owner	BSSDD



	[NTSSD] and Cyber Security Group [CSG].			
<b>TOTAL</b>				

## b. Project Management and Facilitation

Project Management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.

<b>Office or Division:</b>		BSSDD ICTMS		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TOR, Project Specification		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1. The BSSDD provides technical assistance to the Business Owner in the formulation of the Terms of Reference for the outsource projects. 2. The Team Lead provides technical assistance to the Business Owner and Service Provider in gathering the requirements and actual system development 3. The Business Analyst provides technical assistance in the preparation of summary of agreements and its	<b>N/A</b>	100 days (Depends on the requirement of the business owner)	BSSDD

	endorsement to respective units.  4. If the Information System is ready for deployment, the Team Lead coordinates with Infrastructure Management Division (IMD) for resource requirements  5. The Team Lead coordinates with Cyber Security Group for the Vulnerability Assessment of the Information System.  6. If the system passes vulnerability assessment, the Data Management Division (DMD) deploys the system on production database environment and the Infrastructure Management Division deploys the system on production application environment.			
Total			N/A	

### c. Management of Change Request

The change management process in systems engineering is the process of requesting, determining attainability, planning, implementing, and evaluating changes to a system.

<b>Office or Division:</b>	BSSDD ICTMS			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Change Request Form		ICTMS BSSDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. The Business Owner submits Change Request Form.</p>	<ol style="list-style-type: none"> <li>1. The Analyst logs and reviews the Change Request Form. If the CRF is valid, the Analyst will draft an assessment and recommendation else the CRF will be returned to Business Owner with attached notes.</li> <li>2. If the CRF is transactional, the Data Management Division (DMD) executes the request through back-end. An execution report and signed CRF will be prepared right after the execution.</li> <li>3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request.</li> <li>4. A unit testing will be conducted once done coding. If there are no bugs found in the system, the Analyst conducts system testing.</li> <li>5. Once the system passes the testing and no bugs are found, the Analyst prepares a UAT form which will be accomplished by the Business Owner.</li> <li>6. The Business Owner conducts the User Acceptance Testing.</li> <li>7. The Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment.</li> <li>8. The Data Management Division deploys the requested changes on Production Environment for database related requests otherwise the Infrastructure</li> </ol>	<p><b>N/A</b></p>	<p>Minor change (1-2 days)</p> <p>Major change (7-14 days)</p> <p>New module (30-60 months)</p>	<p>BSSDD</p>
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	Management Division [IMD] for source code related changes. 9. The Analyst consolidates the forms and updates the status in the project monitoring system. 10. The Team Leader signs the form and returns them to business owner.			
Total			Minor change: 1-2 days Major change: 7-14 days New module: 30-60 onths	

#### d. VPN Connection Issue Resolution/Escalation

The Cyber Security Group administers, manages and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

<b>Office or Division:</b>	CSG ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will then Transcribe/Classify/Escalate the Ticket 2. CSG will Assess and Validate User Credentials and Authorization	N/A	4 Hours (Refer to ICTMS SLA)	CSG

	3. BSSDD/DMD will process VPN Service authorization availability  4. CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity			
<b>Total</b>			<b>4 Hours</b> <b>(Refer to ICTMS SLA)</b>	

#### e. Virus or Malware Issue

The Cyber Security Group administers and maintains enterprise End-point Security Solutions for Central and Field Offices.

<b>Office or Division:</b>	CSG ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident. 2. CSG will perform 2 processes: 1) Investigate cause of incident and Issue/update and	<b>N/A</b>	8 hours (Refer to ICTMS SLA)	CSG

	install/Update Endpoint Solution. 3. advisory on affected/restored services. 4. If the issue requires AV installation or update, CSG will isolate infected unit If the issue need OS Level repair/restoration, CSG will isolate infected unit for deep analysis and execute restoration of services. 5. If it needs external SLA, CSG will escalate to external SLA.			
Total			8 hours (Refer to ICTMS SLA)	

## f. Application Vulnerability Assessment

Perform regular security monitoring to identify/mitigate any possible intrusions/vulnerabilities.

<b>Office or Division:</b>		CSG ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		BSSDD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
VA Ticket		ICT System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> Support Ticketing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. BSSD/The Developer submits a VA Ticket, NTSSD will then transcribe/ classify ticket and CSG will assess Application documentation and Test Environment.	1. CSG will execute Vulnerability Assessment proper. 2. If Documents are incomplete it will be given back to BSSD for completion. 3. Preparation and Patch Production Environment will be issued when there are no vulnerabilities found.	<b>N/A</b>	1 Day (Depends on the VA Request)	CSG
Total			1 Day (Depends on the VA Request)	

## g. Information Security Incident Management

The Cyber Security Group will adequately respond to an intrusion or incident, limit immediate incident impact to users and stakeholders.

<b>Office or Division:</b>	CSG ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident. 2. CSG will classify and assess Nature on Incident and will Issue necessary advisory and assess extent of damage or data loss. 3. If issue requires patching, CSG will forward to BSSDD/DMD for patching application and servers. 4. If issue requires restoration, CSG will forward to BSSDD/DMD for backup restoration. 5. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate to Admin Service Security. 6. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate Law to	<b>N/A</b>	4 Hours (Depends on the IMR Request)	CSG



	Enforcement (e.g. NBI, CIDG).			
Total			4 Hours (Depends on the IMR Request)	

## h. Website and Domain Provision

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

<b>Office or Division:</b>	IMD ICTMS			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the IMD Chief which will be approved / disapproved by the ICTMS Director	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. 2. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would prepare a report to the director for approval of the request. 3. The technical staff would execute the instructions of the Director.	N/A	30 days (Subject to the approval of the DIR and CSG)	IMD

	4. The staff will transfer the ticket to CSG for evaluation and approval for publishing. 5. The technical staff will inform the client and create a report via the ticketing system for documentati-on.			
<b>Total</b>			<b>30 days (Subject to the approval of the DIR and CSG)</b>	

## i. Server Provisioning

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

<b>Office or Division:</b>	IMD ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the BSSD Chief which will be approved / disapproved by the ICTMS Director	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The BSSD would provide recommendations to IMD on the deployment specifications.	N/A	8 Hours – If resources are available ( Subject to endorsement of BSSDD to IMD)	IMD

	<p>2. Once the ticket is reassigned, the system administrator checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>3. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be endorsed to the Office of the Director for Procurement.</p>			
Total	8 Hours – If resources are available (Subject to endorsement of BSSDD to IMD)			

#### j. Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

<b>Office or Division:</b>	IMD ICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G

<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information: a. First Name: b. Middle Initial: c. Surname: d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 2. The technical staff will process the creation of Active Directory (AD)	N/A	4 Hours	IMD

	<p>account (username and password).</p> <p>3. Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documenta- tion.</p>			
Total	4 hours			

## k. Active Directory Account VPN Access

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

<b>Office or Division:</b>		IMD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff will coordinate to client for validation and get	N/A	4 Hours (Subject to the approval of CSG)	IMD

	the following information:  a. Purpose: b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000) c. Access Type: (sample: HTTPS) 5. The technical staff will transfer the ticket to Cyber Security Group (CSG) which contains pertinent information to CSG process. a.) AD Group Name b.) Purpose c.) System to be accessed d.) List of users included			
Total			4 Hours (Subject to the approval of CSG)	

## I. Systems Patching

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

<b>Office or Division:</b>		IMD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.</p>	<p>1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff.</p> <p>2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.</p> <p>3. Once the ticket is reassigned to the proper technical staff, the technical staff in turn checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>4. The technical staff would ensure that a backup of the system files is secured prior to patching</p> <p>5. The technical staff would apply the patch and inform the CSG of the patches applied.</p> <p>6. The technical staff will inform the client and create a report via the ticketing system for documenta- tion.</p>	<p>N/A</p>	<p>Web Application: 4 Hour</p> <p>Software Server side: 8 Hours</p>	<p>IMD</p>
<p>Total</p>	<p>Web Application: (4 Hours)</p> <p>Software Server side: (8 Hours)</p>			



### m. Datacenter Entry

Responsible for managing the enterprise-wide network connectivity, providing computing support and maintaining applications in the production environment.

<b>Office or Division:</b>		IMD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would check if the proper information and documents are in order. <ul style="list-style-type: none"> <li>• Delivery Receipt</li> <li>• Equipment List</li> <li>• System Documentation</li> <li>• Activity List</li> </ul>	N/A	8 Hours (Subject to the approval of the Division Chief)	IMD

	4. Once the documents are in order, the activity is then allowed to proceed. 5. The IMD technical staff will create a report via the ticketing system for documentation			
Total			8 Hours (Subject to the approval of the Division Chief)	

## n. DNS Update

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

<b>Office or Division:</b>		IMD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. The ticket request must first be forwarded to the CSG and BSSD for approval. Both CSG and BSSD must both provide approval before	N/A	4 Hours (Subject to the Approval of the BSSDD and CSG)	IMD

email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	endorsing the request to IMD for processing. 3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. The ticket must include the recommendation from CSG and BSSD. 4. The technical staff would then execute the recommendation of the CSG and BSSD 5. The IMD technical staff will create a report via the ticketing system for documentation			
Total			4 Hours (Subject to the Approval of the BSSDD and CSG)	

#### o. Master Data Management (Database Development)

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

<b>Office or Division:</b>	DMD ICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	All DSWD OBSU
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
ICT Support Ticket	ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	1. Gather user process and data requirements 2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database Create Database in production	N/A	Specs Provision (4 Hours)  Deployment/Installation (2 Weeks)	DMD
Total			Specs Provision (4 Hours)  Deployment/ Installation (2 Weeks)	

## p. Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers (both from the BSSDD).

<b>Office or Division:</b>		DMD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Signed CRF	1. Change Management process (BSSDD) 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed) Communicate changes	<b>N/A</b>	Patching (4 Hours)  Change Request (4 Hours)	DMD
Total			Patching (4 Hours)  Change Request (4 Hours)	

## q. Data Visualization

DMD performs tasks and process for **data visualization** or presentation of data in a graphical form, in order to help decision-makers and project managers interpret data easily and make evidence-based decisions.

<b>Office or Division:</b>	DMD ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for data visualization via DSWD Dashboard.	1. Gather and check requirements 2. Generate required data for visualization (if Database) 3. Provide on hand data (if non database data) 4. Clean data and produce required tables 5. Produce data visualization 6. Receive data visualization for final review 7. Upload in DSWD dashboard. Regular updates (if needed)	<b>N/A</b>	Creation (if data is complete (4 Hours)  Updating Visualization based on non-database data (1 day)  Creation (if data is NOT complete (would depend on data completion from requester)	DMD
Total			Creation: if data is complete (4 Hours)  Updating Visualization based on non-database data (1 day)	

	Creation: if data is NOT complete (would depend on data completion from requester)
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## r. Database Support

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

<b>Office or Division:</b>	DMD ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request database support via ICT Support Ticketing System	1. Provide initial response within 30 mins and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution' 4. Change ticket status Close Ticket and answer Customer Satisfaction Survey	<b>N/A</b>	Maintenance/Optimization (24 Hours/depend on the size of the tables/database)  PPIS Account Activation & Updates (4 Hours)	DMD
<b>Total</b>			<b>Maintenance/Optimization (24 Hours/depend on the size of the tables/database)</b>  <b>PPIS Account Activation &amp; Updates (4 Hours)</b>	



## s. GIS Support

The Geographic Information Systems (GIS) Unit of the Data Management Division handles all GIS-related concerns and support of the Department.

<b>Office or Division:</b>		DMD ICTMS		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for GIS TA and provides corresponding data	1. Coordinate with OBSU/Client. Clarifies TA needs and data availability. 2. Analyzes needed data 3. Process Spatial Data 4. Cleanses data 5. Process Spatial Data 6. Finalize Processed Spatial Data 7. Assess if request is met 8. Receive GIS output 9. Provide Users training	N/A	Data Support (30 days)	DMD
Total			Data Support (30 days)	

## t. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide service support for ICT software and hardware trouble to end user 3. If there's a need for Service Provider's intervention, service support engineer provide a TA Report for submission to Procurement Management Division-Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.	N/A	4 Hours (Refer to ICTMS SLA)	NTSSD
Total	4 Hours (Refer to ICTMS SLA)			

## u. ICT Technical Specification Request

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The OBSUs submit their incident request through ICT helpdesk system.	1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide Technical Specification Report based on industry standard and market research.	<b>N/A</b>	3 Days (Refer to ICTMS SLA)	NTSSD
<b>Total</b>			<b>3 Days (Refer to ICTMS SLA)</b>	

## v. Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the Director of ICTMS	1. ICTMS Director endorse the request to NTSSD. 2. NTSSD creates a Technical Working Group to evaluate the Quotations of Bidders. 3. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat.	N/A	3 Days (Refer to ICTMS SLA)	NTSSD
<b>Total</b>			<b>3 Days (Refer to ICTMS SLA)</b>	

#### w. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with client when done.	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD

	4. Return tools/equipment from their proper disposition if there is any.			
Total			Duration depends on OBSU request (Refer to ICTMS SLA)	

## x. Technical Assistance for VOIP

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		DSWD Central Office OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote(reboot the phone, change config and network status) solution to solve the issue 3. The Engineer will render onsite checking if remote solution do not addressed the issue such as, audio cables, displays, dial keys, and network connectivity 4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
Total			Duration depends on OBSU request (Refer to ICTMS SLA)	

## y. Technical Assistance for Webconference/Livestream

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		DSWD Central Office OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advise the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to address the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
<b>Total</b>			<b>Duration depends on OBSU request (Refer to ICTMS SLA)</b>	

## z. Wide Area Network

Processes technical assistance for both hardware and software

<b>Office or Division:</b>	NTSSD ICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G

<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a Ping Test and Traceroute. By doing this, the network engineer can isolate if the cause of the problem is physical or logical. 2. Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and pictures of the hardware showing the alarm. 3. Confirm with the remote contact person if the link is already restored. 4. Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes.	N/A	4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	NTSSD
Total			4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	

### aa. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through helpdesk system.	1. The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for wireless users. 2. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected. 3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference.	N/A	4 hours if only single user is affected, 8 hours if an OBSU is affected	NTSSD



Total	4 hours if only single user is affected, 8 hours if an OBSU is affected
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## bb.ICT Support Ticketing System

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G			
<b>Who may avail:</b>		All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The ICT Support Ticketing System is accessible via Web form and via email. The URL to access the said system is <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> using the AD credentials for login.	1. While the email is <a href="mailto:ictsupport@dswd.gov.ph">ictsupport@dswd.gov.ph</a> . With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request. 2. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester. 3. Upon resolution, the technician will change the status to resolved.	N/A	Depends on the Incident/Service Request (Refer to ICTMS SLA)	NTSSD	

	4. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically. 5. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.			
Total			N/A	

### cc. Wireless Service (Wiserv)

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request of technical assistance ( Account Activation/Deactivation; Account Update; Keyword Creation; Inaccessible)  2. Click the closing link received via email if amenable with resolutions provided	Wiserv focal to check the status of the registered account. Facilitates request within the set SLA  Update the status of the ticket from Open to resolve upon logging of the resolution provided	None	Depends on the Incident/Service Request (Refer to ICTMS SLA)	NTSSD

else reply the remarks to reopen the ticket. 3. Accomplish the Customer Satisfaction Survey Form received via email.				
Total			N/A	

**KAPIT-BISIG LABAN SA KAHIRAPAN**  
**COMPREHENSIVE AND INTEGRATED**  
**DELIVERY OF SOCIAL SERVICES**  
**NATIONAL COMMUNITY-DRIVEN**  
**DEVELOPMENT PROGRAM**  
**(KALAHI-CIDSS NCDDP)**

## NON-FRONTLINE (INTERNAL) SERVICES

### 1. Request for Technical Approval for KC-NCDDP

Technical Review of the proposed sub-projects with a grant amount of 2 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

<b>Office or Division:</b>	KC-NCDDP Engineering, CD, and Procurement
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Program of Work (POW) including detailed estimates, bill of quantities/materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM) - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical plans and specifications - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Applicable social and environmental safeguards clearance - Scanned or Photocopy	Department of Environment and Natural Resources
Community Procurement Plan - Scanned or Photocopy	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team

Market and economic study (for enterprise development sub-projects) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user's fee (for Enterprise Development SPs) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office submits a request for a Technical No Objection Letter to the National Program Management Office.	1. NPMO Staff receives the request for printing and the directives of the DNPM.	None	15 Minutes	<i>Administrative Assistant II or Admin on Records</i>
2. RPMO waits for the review, preparation, and approval of the Technical NOL.	2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed to be routed by the Admin Assistant II.	None	30 minutes	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2 Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging.	None	2 hours	<i>Project Development Officer IV –Procurement</i>
	2.3a If the request is compliant and with complete requirements, the MATA Team will prepare the Technical NOL for approval, affix his/her initials and forward it to the Admin Assistant II for routing to the DNPM.	None	2 hours	<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>
	2.3b If the request is non-compliant and/or incomplete requirements the MATA Team will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Technical NOL, affix his/her initials, and forward			<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>

	it to the Admin Assistant for routing.			
	2.4 Routing of the response to the request for NOL to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.5 Review for Initial Approval / Disapproval of Technical NOL 2.5a. For approved proceed to item 2.6 2.5b. For a disapproved return to item 2.2	None	15 minutes	<i>Deputy National Program Manager</i>
	2.6 Routing of the Technical NOL to NPM Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.7 Review for Approval/ Disapproval and Signature of the Technical NOL. 2.7a. For approved proceed to item 2.7 2.7b. For a disapproved return to item 2.2	None	15 minutes	<i>National Program Manager and Administrative Assistant II</i>
3. The Requesting RPMO receives the Issuance of Technical NOL.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Technical NOL to the RPMO	None	15 Minutes	<i>Administrative Assistant II and Kalahi Records</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 minutes	<i>KALAHI-CIDSS Records</i>
TOTAL		None	6 hours and 5 minutes	

## 2. Concurrence of LGU Engagement

Municipal local government units must undergo the KC-NCDDP enrollment process that aims to brief the local government units about responsibilities in KC-NCDDP and provide them with opportunities for comments and inputs. As such, the enrollment process will include mapping out the various roles, responsibilities, and contributions that DSWD will expect from the local government units. Through the enrollment process, the local government unit's commitments for KC-NCDDP are better clarified at the early stage, and risks of the local government unit's failure to deliver said commitments can be anticipated and managed by DSWD.

<b>Office or Division:</b>	CD Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Targeted Communities of the Program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement from Regional Director		DSWD Regional Office		
2. Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program - Scanned or Photocopy		Municipal Local Government Unit		
3. Municipal Local Government Unit Enrollment Form - Scanned or Photocopy		Area Coordinating Team / Municipal Local Government Unit		
4. Local Government Unit -Led Implementation Eligibility Checklist - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
5. Local Government Unit Capacity Assessment Result - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
6. Potential Problem Analysis (PPA) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
7. Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC work plan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong) - Scanned or Photocopy		Municipal Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Regional Program Management Office (RPMO) submits a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO)	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	Administrative Assistant II or Admin. on KALAH-I- CIDSS Records
2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement	2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed	None	4 hours	Deputy National Program Manager and Administrative Assistant II

	and to be routed by the Admin. Asst. II.			
	2.2 Division Head Review and provide instruction to assigned PDO IV - CD to validate and assess the completeness of requirements and for the drafting of concurrence/acknowledgment.	None	4 Hours	<i>Project Development Officer V – CD</i>
	2.3 Review the content and completeness of documents and all the documentary requirements for the Concurrence of LGU Engagement	None	2 Days	<i>Project Development Officer IV – CD</i>
	2.4a If the request is compliant with the requirements, the PDO IV will prepare and draft the letter of concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head.	None	2 Hours	<i>Project Development Officer IV – CD</i>
	2.4b If the request is non-compliant with the requirements, the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head.			
	2.5 Routing of the response to the request for Concurrence to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.6 Review for Initial Approval/Disapproval of the Concurrence	None	2 Hours	<i>Deputy National Program Manager Administrative Assistant II</i>
	2.6.a. for approved proceed to 2.6			
	2.6.b. for disapproved return to item 2.2			



	2.7 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.8 Review for Approval/Disapproval and Signature of the Concurrence.  2.8.a. approved can proceed to item 3 2.8.b. disapproved return to item 2.2	None	2 hours	<i>National Program Manager</i>
3. The requesting RPMO receives the issuance of Concurrence of LGU Engagement.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Concurrence of LGU Engagement to the RPMO.	None	30 Minutes	<i>Administrative Assistant II and KALAH-CIDSS Records.</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 Minutes	<i>KALAH-CIDSS Records.</i>
<b>TOTAL</b>		None	<b>3 Days, 7 Hours and 20 Minutes</b>	

## **LEGAL SERVICE (LS)**

### **NON-FRONTLINE (INTERNAL) SERVICES**

#### **1. Issuance of Online Certificate of No Pending Administrative Cases Certificate of No Pending Administrative Cases (CENOPAC)**

This process covers online requests for CENOPAC filed by the DSWD Central Office personnel who has (a) an active HRMIS account and (b) updated employment status.

<b>Office or Division:</b> <b>Opisina o Sangay:</b>	Legal Management Division (LMD)
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Classification:	Simple			
Klasipikasyon:	Payak			
Type of Transaction:	G2G – Government to Government			
Uri ng Transaksyon:				
Who Can Use the Service:	DSWD Central Office Personnel			
Mga Maaring Gumamit ng Serbisyo:	Mga Kawani ng Tanggapang Sentral ng DSWD			
CHECKLIST OF REQUIREMENTS Listahan ng mga Kailangang Dokumento		WHERE TO SECURE Saan Kukunin		
1. Request for CENOPAC through HRMIS Access Account Paghiling ng CENOPAC sa pamamagitan ng HRMIS Access Account		DSWD Central Office Tanggapang Sentral ng DSWD		
2. Answered Client Feedback Form Sinagutang Client Feedback Form				
CLIENT’S STEPS Dapat Gawin ng Kliyente	AGENCY ACTION Aksyon ng Ahensya	FEES Bayad	PROCESSING TIME Tagal ng Proseso	PERSON RESPONSIBLE Nakatalagang Yunit/Kawani
	1. The Legal Assistant (LA) receives requests for CENOPAC through Legal Case portal.  1. Ang Legal Assistant (LA) ay nakatanggap ng kahilingan ng CENOPAC sa pamamagitan ng LCP  1.1. The Legal Assistant (LA) must log-in to the legalcaseportal.dswd.gov.ph to check the request.  1.1. Ang LA ay dapat na mag-log-in sa legalcaseportal.dswd.gov.ph para suriin ang kahilingan	None Wala	10 minutes 10 minuto	Legal Assistant
	2. LA checks the name of the requestor against the Legal			

	<p>Case Portal (LCP) database to determine whether or not the requestor has a pending administrative case.</p> <p><b>2. Sinuri ni LA ang pangalan ng humihiling sa Legal Case Portal (LCP) database para malaman kung ang humihiling ay may nakabinbin na Kasong Administratibo.</b></p> <p>2.1. If the requestor has no pending administrative case, LA clicks the ISSUANCE button and enters the date of the start period of processing. The requestor will then receive an email notification that his/her request is being PROCESSED.</p> <p><b>2.1. Kapag ang humihiling ay walang nakabinbin na Kasong Administratibo, ang LA ay pipindutin ang APPROVE button at kapag ang humihiling ay may nakabinbin na Kasong Administratibo, ang LA ay pipindutin ang DISAPPROVED button.</b></p> <p>2.2 If the requesting employee HAS a PENDING administrative case, LA clicks the DISAPPROVED button. The requestor will receive an email notification of the disapproval with an instruction to coordinate with the Legal Service (LS) for the specific details.</p> <p><b>2.1.1 Kung hindi naaprubahan, ang humihiling ay makakatanggap ng abiso sa email ng hindi pag-aprub kasama ng</b></p>			
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	<b>koordinasyon sa Legal Service para sa tiyak na detalye:</b>			
	<p>3. For printing CENOPAC requests, LA clicks the PRINT CENOPAC button and enters the name of the LS Director and position.</p> <p><b>3. Para sa pag-imprenta ng hiniling na CENOPAC, pipindutin ni LA ang "PRINT CENOPAC button".</b></p> <p>3.1. LA prints out two original certifications.</p> <p><b>3.1. Ipiprint ng LA ng dalawang orihinal na sertipikasyon.</b></p> <p>3.2 LA shall forward the printed certifications to the LS Director for signature.</p> <p><b>3.2 Ipapasa ng LA ang inemprentang sertipikasyon sa Direktor ng LS para pirmahan</b></p>	None <b>Wala</b>	10 minutes <b>10 minuto</b>	Legal Assistant
	<p>4. The LS Director shall sign the certification. In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.</p> <p><b>4. Pipirmahan ng Direktor ng LS ang sertipikasyon. Kung sakaling wala ang Direktor ng LS, ang "Officer-in-Charge</b></p>	None <b>Wala</b>	10 hours <b>10 oras<sup>13</sup></b>	LS Director <b>Direktor ng LS</b>

<sup>13</sup> Includes the waiting time.  
**Kasama ang oras ng paghihintay.**

	<p><b>(OIC)” batay sa “Order of Succession, ang dapat lumagda.</b></p> <p>4.1 LS Director will give the signed certification to LA for Release.</p> <p><b>4.1 Ibibigay ng Direktor ng LS ang nilagdaang sertipikasyon sa LA para ilabas.</b></p>			
	<p>5. LA clicks the APPROVE button and shall give the approved and signed certifications to the Administrative Aide (AA) for release.</p> <p><b>5. Ibibigay ng LA ang naaprubahan at nilagdaang mga sertipikasyon sa Administrative Aide (AA) para ilabas.</b></p> <p>5.1. The AA shall release the approved and signed CENOPAC to the requestor or his/her authorized representative.</p> <p><b>5.1. Ilalabas ng AA ang aprub na CENOPAC sa naghiling o sa kanyang kinatawan.</b></p> <p>5.2. AA shall give a copy or link of the Customer Feedback Form to the requestor.</p> <p><b>5.2. Ipapadala ng AA ang copya or link ng LS Client Feedback Form.</b></p>	<p>None <b>Wala</b></p>	<p>15 minutes <b>15 minuto</b></p>	<p>Legal Assistant &amp; Administrative Aide</p>

		Total Turnaround Time: 11 hours and 10 minutes or 1 working day, <i>Kabuuang Oras ng Pagproseso:</i> 3 hours and 10 minutes (waiting time included) <b>11 oras at 10 minuto</b>		

## **NATIONAL HOUSEHOLD TARGETTING OFFICE (NHTO)**

## NON-FRONTLINE (INTERNAL) SERVICES

### 1. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

<b>Office or Division:</b>	National Household Targeting Office
<b>Classification:</b>	Complex, Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. Letter of Request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> 3. Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) 4. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.2 Record the request in the DSWD EDTMS / any other tracking system 1.3 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Administrative Assistant (AA)</i>
	1.4 Provide instruction to facilitate/review the request 1.5 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>NHTO Director / Regional Director</i>

	1.6 Provide recommendations on the request Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request	None	1 hour	<i>NHTO-OD Chief / PPD Chief</i>
	1.7 Status of the approval / disapproval of the data request based on the DSWD AO 19, s.2021 <ul style="list-style-type: none"> <li>Disapproved – Sign the letter of disapproval and endorse to the client. End of process.</li> <li>Approved – Notify and provide the NDA and documentary requirements to the client</li> </ul>	None	1 hour	<i>NHTO Director/ Regional Director / Administrative Unit (AU)</i>  <i>NHTO-PDO / NHTS-Regional Field Coordinator (RFC)</i>
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the NDA submitted by the client <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> <li>Compliant:               <ul style="list-style-type: none"> <li>a. Sign the NDA and endorse to the DPO for signature</li> </ul> </li> </ul> Endorse the signed NDA to Information Technology Division (ITD) for processing	None	2 hours	<i>NHTO-PDO / NHTS-RFC</i>  <i>OD / IT Chief / AU</i>  <i>AU</i>
	2.2 Review the compliance of the electronic copy of names	None	1 hour	<i>ITO – Database Management Section (DMS) / NHTS</i>

	<p>with the required template/format:</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client about the findings via email</li> </ul> <p>Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</p>		<p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p> <p>20 days (400,001 – 1,000,000)</p>	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	<p>2.1 Secure the data by adding a password to the file</p> <p>2.2 Prepare the Data Release Form (DRF)</p> <p>2.3 Draft the response memorandum</p> <p>2.4 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive</p> <p>2.5 Sign the DRF</p> <p>2.6 Endorse the finalized documents to NHTO Director / PPD Chief</p>	None	3 hours	<p><i>ITO – DMS / NHTS</i></p> <p><i>IT Chief / NHTS – RFC / ITO</i></p>
	3.7 Sign the memorandum and endorse to AU / AA for releasing	None	1 hour	<i>NHTO Director/ Regional Director</i>
3. Receive the documents	4.1 Track the documents in the EDTMS / any other tracking system	None	inutes	AA

	4.2 Scan a copy of the documents for record keeping 4.3 Release the document to the client			
5. Fill-out the Satisfactory Measurement Survey (CSMS)	5.1 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	ITO – DMS / NHTS
<b>TOTAL:</b> <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	<b>Minimum – 2 days, 3 hours, 35 minutes</b>  <b>Maximum – 21 days 3, hours, 35 minutes</b>	

## 2. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

<b>Office or Division:</b>	National Household Targeting Office							
<b>Classification:</b>	Complex, Highly Technical							
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen							
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.							
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed)</td><td rowspan="4">Provided by the Requesting Party</td></tr> <tr> <td>2. Document indicating the appointed and NPC-registered Data Protection Officer</td></tr> <tr> <td>3. Accomplished Non-Disclosure Agreement (NDA)</td></tr> <tr> <td>4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed)	Provided by the Requesting Party	2. Document indicating the appointed and NPC-registered Data Protection Officer	3. Accomplished Non-Disclosure Agreement (NDA)	4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data
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2. Document indicating the appointed and NPC-registered Data Protection Officer								
3. Accomplished Non-Disclosure Agreement (NDA)								
4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data								

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.2. Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.	None	15 minutes	<i>Administrative Assistant III</i>
	1.3. Review, input comment and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ Regional Field Coordinator.	None	6 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	1.4. Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>NHTO Operations Division Chief/ Regional Field Coordinator</i>
	1.5. Review the request and make recommendations if the request is for approval or not, then endorse to the NHTO Director/ NHTS Policy and Plans Division Chief.	None	3 hours	<i>NHTO CO /Regional Data Privacy Officer</i>
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	2.1. The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021.  <ul style="list-style-type: none"> <li>If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</li> </ul>	None	s	<i>NHTO Director /NHTS PPD Chief &amp; assigned Project Development Officer</i>

	<ul style="list-style-type: none"> <li>If Disapproved- Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of process.</li> </ul> <p>5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer</p>			
	2.2. Generate the requested data	None	3 day 1 day	NHTO/NHTS Information Technology Officer
	2.3. Review result of the data generation.	None	2 1 day	NHTO Quality Management Section/ NHTS Regional Field Coordinator
	<p>2.4. Secure the data by adding password protection to the file.</p> <p>2.5. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>Other storage device may apply as long as it is approved by the IT Head and the</li> </ul>	None	1 day	NHTO Quality Management Section & IT Division Chief/ NHTS Information Technology Officer

	<p>storage device is provided by the requesting party.</p> <ul style="list-style-type: none"> <li>Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul> <p>2.6. Counter sign in the DRF</p> <p>2.7. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.8. The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	10 minutes	<i>Administrative Assistant III</i>
3. NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	<p>3.1. Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.</p> <p>3.2 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p>	None	10 minutes	<i>NHTO/NHTS Information Technology Officer</i>

<i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>	<b>Total:</b> None	5 days, 1 hour and 35 minutes (minimum)	
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### 3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

<b>Office or Division:</b>	NHTO – Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The requesting OBSU submits their letter of request for Listahanan statistical/ raw data.	1.1 Receive and record the request in the Document Transaction/ tracking system 1.2 Forward request to the Office of the NHTO Director or PPD Chief	None	30 minutes	Administrative Assistant
	1.3 Review the merit of request based on AO 19 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / National Household Targeting Section (NHTS).	None	5 hours	NHTO Director/ PPD Chief



	1.4 Input comment/s then endorse to the OD-Statistics Section.	None	1 hour	Operations Division Chief (Central Office)
	1.5 Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.	None	1 hour	Statistics Section Head/ NHTS – RFC
	1.6 If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ol style="list-style-type: none"> <li>In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.</li> <li>In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</li> </ol> </li> <li>• <b>Clear</b> <ol style="list-style-type: none"> <li>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</li> <li>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</li> </ol> </li> </ul> 1.7 Submit to the Statistics Section Head/ RFC.	None	1 day	Associate Statisticians
	1.8. Review the generated statistical /raw data. In case the generated data is:	None	4 hours	Statistics Section Head/ RFC

	<ul style="list-style-type: none"> <li>• <b>Not accurate</b> – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> </ul> <p><b>Accurate</b> – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release.</p>			
	1.9. Countersign response letter/ memorandum then endorse to the NHTO Director.	None	1 hour	Operations Division Chief (Central Office)
	1.10. Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> <li>• <b>Not approved</b> – Return the facilitated request to the NHTO Operations Division / NHTS for revision.</li> </ul> <p><b>Approved</b> – Sign the response letter/ memorandum with the attached facilitated data request for release.</p>	None	5 hours	NHTO Director/ PPD Chief
2. Receive the data requested and fill-out the CSMS form	2.1. Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request.  2.3 Update and close transaction in the document/ tracking system.	None	30 minutes	Administrative Assistant
<b>Total:</b>		<b>None</b>	<b>3 days and 2 hours</b>	

Certification for Whatever legal purposes it may serve, to wit:

- a. For Fidelity Bind;
- b. For Scholar Application;
- c. For Loan Application;
- d. For Employment Application; and
- e. Others

## **PANTAWID PAMILYA PILIPINO PROGRAM (4PS)**

### **NON-FRONTLINE (INTERNAL) SERVICES**

#### 4.—Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with approved 4Ps IRR stipulated in Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."

Office or Division:	Pantawid Pamilyang Pilipino Program - National Program Management Office		
Classification:	Complex		
Type of Transaction:	G2G- Government to Government		
Who may avail:	DSWD Regional Offices		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
<ul style="list-style-type: none"><li>• 1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR.</li><li>• Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions</li></ul>	<ul style="list-style-type: none"><li>• Requesting Region where fortuitous events occurred</li><li>• Concerned agencies</li></ul>		

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	1. Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations.	None	3 days	4Ps NPMO – Compliance Verification Division (CVD)/ <b>Division Chief</b>
None	0. Review the endorsed assessment results and recommendations that provide initials and forward to the Office of the National Program Manager	None	2 days	4Ps NPMO – Office of the Deputy Program Manager for Operations/ <b>Deputy Program Manager for Operations</b>
None	1. Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s.	None	2 days	4Ps NPMO – Office of the National Program Manager/ <b>National Program Manager</b>
<b>Total:</b>		<b>None</b>	<b>7 days</b>	

## **PROGRAM MANAGEMENT BUREAU (PMB)**

### **NON-FRONTLINE (INTERNAL) SERVICES**

## 1. Securing Travel Clearance Blue Cards

A booklet of blank travel clearance forms with serial numbers as its security mechanism where its distribution is controlled by the Program Management Bureau for issuance to the DSWD Field Offices

<b>Office or Division:</b>		Sectoral Programs Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		Filipino Minors Travelling Abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Request for MTA Blue Cards signed by the Regional Director		DSWD Field Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sending of Official Request of the Field Offices for MTA Blue Cards	1.1 Tracking and Data banking of Request	None	5 minutes	Administrative Staff (Incoming)
	1.2 Provision of Serial Numbers of the Blue Cards requested		5 minutes	Assigned Admin Staff

	1.3 Social Worker Drafts the Transmittal letter to FOs <ul style="list-style-type: none"> <li>• Recommends for the approval or disapproval of the application to the Signing Authority.</li> </ul>		10 minutes	Technical staff/MTA Focal Person
	1.4 Review and Approval of the Request <p>a. If Approved:</p> <p>Issuance and packaging of Requested Blue Cards</p> <p>b. Endorsement to Records Management Unit for the Transporting/Sending to requesting FO.</p>		5 Minutes  10 Minutes  10 Minutes	Bureau Director  Admin staff  Outgoing Clerk/Admin Staff
<b>TOTAL</b>		<b>NONE</b>	<b>45 MINUTES</b>	

## 2. Technical Assistance of Program Management Bureau to Field Offices

<b>Office or Division:</b>		Program Management Bureau		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Government		
<b>Who may avail:</b>		Focal Person, Field Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request of Technical Assistance signed by the Regional Director			DSWD-PMB/Field Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<b>A. Situational Analysis Phase</b>				
1. Review of reports or receipt of request and conduct of needs assessment	1. The program focal person reviews the relevant reports and/or request from FO for technical assistance (TA). The TA may emanate from:	None	5 working days	Program Focal Person



	<p>a. assessment reports during the program implementation reviews (PIR), other relevant reports and/or</p> <p>b. Receipt of request from FO</p> <p>1.1. The program focal person will identify the specific gaps, problems or issues and concerns on program work areas. Program reports and other relevant documents such as guidelines, previous confirmation report/s to technical assistance, and other pertinent documents will be used as a reference.</p> <p>1.2 The following are the program work areas that may be considered:</p> <p>a. Administration and organization;</p> <p>b. Program management; and</p> <p>c. Institutional mechanism</p> <p>d. other work areas that may be deemed necessary can also be added.</p>				
TOTAL		NONE	5 Working Days		
B. Planning Phase					
3. Preparation of Technical Assistance Plan	<p>2. The focal person drafts the technical assistance plan. The plan may include interventions to the following areas:</p> <p>2.1 Policy and plans formulation</p> <p>Formulation of regional program guidelines interpretation</p> <p>Preparation of regional work and financial plan</p> <p>Accomplishment reports/reportorial requirements</p>	None	10 working days	Program Focal Person	

	<p>2.2 Standards development promotion and compliance Application of standards in DSWD Centers/ Institutions and Retained Community-Based Services</p> <p>2.3. Social Protection and capacity building Case management system</p> <p>Networking Interpretation of policies/ guidelines</p> <p>2.4 The technical assistance plan should identify the expected recipient based on the following levels:</p> <p>Technical level, if the program concern is on the execution of program components, provisions in the guidelines, accomplishments, and deviation in the standards set for the program. The TA session will be given by the PMB Program focal person to FO program focal person.</p> <p>Supervisory level if the program concern is on varying interpretation of program policy/ies, deviation in the program design and policies, low accomplishments and other matters that is/are not resolved at the technical level. The TA</p>			
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	<p>session will be given by the PMB Division Chief to the FO Division Chief or Unit/Section Head. The program focal persons may be invited. Managerial level if the program concern requires action and decision of the PMB Director and FO Regional Director. These matters are the unresolved gaps that were previously provided with technical assistance at the technical and supervisory levels. The TA session will be given by the PMB Assistant Bureau Director and/or Bureau Director to the FO Assistant Regional Director for Operations and/or Regional Director. The Division Chiefs, Unit/Section Heads, and program focal persons may also be invited.</p> <p>2.5 TA session/s shall be in the following forms of capability building activities:        Orientation        Demonstration session        Consultation or sharing session        Coaching        Mentoring</p> <p>2.6. TA modalities shall be in the following platforms:</p>			
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	<p>Virtual/online (the focal person shall create the virtual meeting link)</p> <p>Face-to-face (if the technical assistance requires travel by air, the Air Transport Reservation Officer shall be coordinated for the airline ticket concerns; if the technical assistance requires by land travel, the procedures for the request of vehicle shall be followed. If there is no vehicle available, the reimbursement for land travel's procedure shall be followed)</p> <p>Mixed modalities (virtual TA followed by an onsite visit, whenever necessary and applicable)</p> <p>3. Review and vetting of the Unit Head and Division Chief</p> <p>3.1 If yes, the focal person consolidates the comments and/or inputs received</p> <p>1. 3.2 Enhances the technical assistance plan</p>			
4. Review and vetting	4.1 Review and vetting of the Unit Head and Division Chief	None	3 working days	Unit Head and Division Chief

4.1 With comments?	4.1 If no, incorporate the comments and/or inputs received and enhances the document/s		1 working day	Program Focal Person
	4.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the day	Program Focal Person, Unit Head and Division Chief
	4.3 Administrative staff endorses the document to the Office of the Bureau Director		Within the day	Administrative Staff
5. Approval of the TA Plan	5. Approval of the TA plan	None	3 working days	Assistant Bureau Director and Bureau Director
			Within the day	Administrative Staff
<b>TOTAL</b>		<b>NONE</b>	<b>17 Days</b>	
<b>C. Actual Provision of Technical Assistance Phase</b>				
<b>C.1 Preparatory Activities</b>				
1. Review of the Technical Assistance Plan	1. Based on the technical assistance plan, the focal person shall identify the most appropriate technical assistance intervention according to area of concern, levels, capability building activity, and platform.	None	1 working day	Program Focal Person
2. Coordination with Field Office	2. The focal person will coordinate with its counterpart in the Field Office to initially inform and agree on the schedule and platform. The focal Person drafts the communication and technical assistance design.	None	3 working days	Program Focal Person
3. Review and vetting to the Unit	3. Review and vetting of the Unit Head and Division Chief.	None	3 working days	Unit Head and Division Chief

Head and Division Chief	a. Focal Person consolidates the comments and/or inputs received.	None	1 working day	Program Person	Focal
	b. Focal person enhances the document/s and return to Unit Head and DC		1 working day	Program Person	Focal
	4. Review and approval of the Assistant Bureau Director and/or Bureau Director.		2 working days	Assistant Director and Bureau Director	Bureau
	a. If not approved, the focal Person will revise the document/s based on inputs.		1 working day	Program Person	Focal
	b. Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the day	Unit head and Division Chief	
4. Review and vetting to the Assistant Bureau Director and/or Bureau Director	c. Return to the ABD and/or BD for approval.		10 minutes	Administrative Staff	
5. Sending of approved documents	5. The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD.	None	30 minutes	Program Person and administrative staff	Focal
TOTAL		NONE	8Days, 4hours and 50 minutes		
C.2 Conduct of Technical Assistance					
1. Courtesy Call	1. A courtesy call to the Regional Director or its authorized representative shall be made by introducing the TA	None	1 hour	Program Person	Focal

	provider and presentation of the TA activities, and its purpose.			
2 Actual conduct of Technical Assistance	2. Conduct of actual TA. The TA shall be in accordance with the approved TA documents.	None	3 days	Program Focal Person
3. Exit conference	3. An exit conference shall be held for the TA provided. Significant findings/ observations and recommendations shall be discussed; and the agreements reached shall be recorded.	None	4 hours	Program Focal Person
4. Feed backing	4. A satisfaction survey shall be given to TA recipient/s. The survey form may be given through electronic mail or in print. The said forms shall be returned for processing and consolidation	None	30 minutes	Program Focal Person and TA Recipient
TOTAL		NONE	3 Days, 5 hours and 30 minutes	
D. Post-TA Phase				
1. Preparation of Confirmation Report	1. A confirmation report shall be prepared by the staff concerned on the TA activities conducted, capturing the findings/observations, recommendations and agreements reached.	None	6 working days after the conduct of TA	Program Focal Person
2. Review and vetting	2.Review and vetting of the Unit Head and Division Chief 2.1 Focal Person consolidates the comments and/or inputs received.  2.2 Focal person enhances the document/s and return to Unit Head and DC.	None	3 working days  1 working day  Within the same day	Unit Head and Division Chief  Program Focal Person  Program Focal Person
3.Review and vetting to the Assistant Bureau Director and/or Bureau Director	3.Review and approval of the Assistant Bureau Director and/or Bureau Director.  3.1 Focal Person revise the document/s based on inputs.	None	2 working days  1 working day	Assistant Bureau Director and/or Bureau Director  Program Focal Person

	3.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the same day	Unit Head and Division Chief
	3.3 Return to the ABD and/or BD for approval.		10 minutes	Administrative Staff
3. Return of Approved documents	Administrative staff returns the approved document to the concerned Division	None	10 minutes	Administrative Staff
4. Sending approved documents	The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD.	None	30 minutes	Program Focal Person and administrative staff
5. Monitoring and Evaluation	The focal persons monitors the agreements reached during the TA session.	None	Within the agreed timelines	Program Focal Person
<b>TOTAL</b>		<b>NONE</b>	<b>14 working days and 50 minutes</b>	



# **SOCIAL MARKETING SERVICES (SMS)**

## **NON-FRONTLINE (INTERNAL) SERVICES**

### **1. Provision of Technical Assistance**

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders

<b>Office or Division:</b>	<b>Public Affairs and Advocacy Division</b> Media Production Division
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Classification:	Simple			
Type of Transaction:	Government to Government (Internal)			
Who may avail:	DSWD OBSUs and Field Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Technical Assistance			Requesting OBSUs/FOs	
Draft Document			Requesting OBSUs/FOs	
a. Technical Assistance for Branding Designs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for review of materials vis-à-vis the branding guidelines through memorandum	1. Receives and reviews the memorandum and/or attachments and scans it for SMS Data Tracking System (DTS).  Endorses the memorandum to the SMS Director.	N/A	5 minutes	Office of the Director (OD) Staff
	1.2 Reviews the Memorandum and writes instructions to the concerned Division.	N/A	3 minutes	SMS Director
	1.3 Scans the instructions of SMS Director and sends/emails to MPD	N/A	5 minutes	OD Staff
	1.4 Records request and endorses to MPD Division Chief (DC)	N/A	5 minutes	OD Staff/MPD Admin staff
	1.5 Reviews request and endorses to the Technical Staff (TS) to act on the branding  Reviews branding assessment result submitted by TS, returns document to TS with inputs  Reviews comments from TS; returns draft document to TS	N/A	14 hours	MPD Division Chief (DC)

	1.6 Conducts review and analysis of the document based on the MC 9-DSWD Branding Guidelines  Inputs comments from DC; returns draft document to DC	N/A	8 hours	MPD Technical Staff
	1.7 Reviews the document and submits the Branding review results to the SMS Director  Returns draft document to SMS director after revisions	N/A	3 hours	MPD Division Chief
	1.8 Reviews document and returns the draft document to MPD DC if needing revisions  Reviews document to ensure that all inputs are implemented and affixes signature	N/A	3.5 hours	SMS Director
	1.9 Route approved document with SMS Customer Satisfaction Form to requesting office	N/A	15 minutes	OD Admin Staff
2. Accepts the response to Branding Request (either approved or disapproved with recommendation)	0. Requesting OBSU accepts response to request  If requesting party has concern, write memo for clarification	N/A	None	Requesting OBSU
TOTAL		NONE	3 Working Days, 5 Hours, 3 Minutes	
b. Technical Assistance For Messages and Foreword				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request for Technical Assistance on Messages or Foreword through	1. Receives and reviews the memorandum.  Scans for SMS Data Tracking System (DTS).	N/A	10 minutes	Office of the Director (OD) staff

email/letter/memorandum	Endorses the Memorandum to the SMS Director.			
	1.1 Reviews the request and writes instructions to the concerned Division.	N/A	6 minutes	SMS Director
	1.2 Scans instructions of SMS Director and forwards/emails to Public Affairs and Advocacy Division (PAAD).	N/A	4 minutes	OD Admin Staff
	1.3 Records request and endorses to the PAAD Division Chief (DC).	N/A	7 minutes	PAAD Admin Staff
	1.4 Reviews request and endorses to the Technical Staff (TS) to act on the request.  Reviews the draft message/foreword submitted by the TS; returns to TS with suggested inputs.	N/A	1 hour 10 minutes	PAAD Division Chief
	1.5 Coordinates with requesting OBSU/FO.  Prepares draft message or foreword in coordination with focal program person of concerned OBSU.  Inputs comments; returns revised draft document to DC.	N/A	5 hours	PAAD Technical Staff
	1.6 If there are no further comments, DC endorses the draft document to the SMS Director for review.  Revises the output based on inputs from the SMS Director.	N/A	10 minutes	PAAD Division Chief
	1.7 Reviews draft document.  If there are comments, SMS Director returns the draft document to DC/RIO for revision.	N/A	5.5 hours	SMS Director

	Approves and endorses to the Office of the Undersecretary for Social Welfare and Development (OUSWD).			
	1.8 Records the SMS submission for review of technical staff.	N/A	10 minutes	OUSWD Staff
	1.9 Reviews draft briefer.  Provides suggestions/additional inputs.	N/A	2.5 hours	OUSWD Technical Staff
	1.10 SMS revises output based on suggestions/additional inputs from TS and re-submits output.	N/A	4 hours	SMS
	1.11 Endorses draft briefer for review and approval.	N/A	2.5 hours	OUSWD Technical Staff
	1.12 OUSWD reviews the output.  If there are further comments, return output to TS for appropriate action.  If no further comments. OUSWD approves the message/foreword.	N/A	1 hour	OUSWD
	1.13 SMS coordinates with requesting OBSU for the endorsement of message/foreword.	N/A	20 minutes	SMS Admin Staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 Working Days, 6 hours, 47 minutes</b>	

# **SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU (SWIDB)**

## **NON-FRONTLINE (INTERNAL) SERVICES**

### **1. Endorsement of Continuing Professional Development Application and Completion Report**

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded in the Continuing Professional Development Accreditation System (CPDAS). After the conduct of applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent via email through the Social Welfare Institutional Development Bureau (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All offices in DSWD Central Office (CO) and Field Offices (FOs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A) CPD Application</b>				
1. CPD Application Form	PRC website <prc.gov.ph> or SWIDB Google Drive <https://tinyurl.com/PRC-SWIDB-CPDForms>			
2. Instructional Design	PRC website or SWIDB Google Drive			
3. Evaluation Tool	SWIDB Google Drive			
4. Program of Activities	SWIDB Google Drive			
5. Resume of Speaker/s	PRC website or SWIDB Google Drive			
6. Current Professional ID of Speaker/s	PRC website or SWIDB Google Drive			
7. Breakdown of Expenses for the Conduct of Program	PRC website or SWIDB Google Drive			
<i>Additional Requirements for Online Learning</i>				
8. Declaration of Minimum Technical Requirements	SWIDB Google Drive			
9. Privacy Policy	SWIDB Google Drive			
10. Certificate of Participation	PRC website or SWIDB Google Drive			
<i>Additional requirement as of 1 March 2021</i>				
11. Letter of Undertaking	SWIDB Google Drive			
<b>B) CPD Completion Report</b>				
1. CPD Completion Report Form	PRC website or SWIDB Google Drive			
2. CPD Attendance Sheet	PRC website or SWIDB Google Drive			
3. Actual Program of Activities with List of Resource Speakers	SWIDB Google Drive			
4. Lecture Materials	Proponent Office (CO or FO)			
5. Summary of Evaluation of Speakers	SWIDB Google Drive			
6. Summary of Evaluation of Learning of Participants	SWIDB Google Drive			
7. Financial Report	SWIDB Google Drive			
8. Relevant Photographs	Proponent Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1A) CPD Application</b>				
1. Submit the CPD Application requirements through email to <swidb@dswd.gov.ph>	1.1 Accept and track the application	None	3 Hours	SWIDB Admin Staff (Incoming)

	1.2 Endorse the application to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Application documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Update the monitoring sheet and review the Application documents per PRC and DSWD standards	None	5 Days	CPD Focal Person
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	CPD Focal Person
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the application.  If <b>complete and compliant</b> , proceed to Step 2.2.  If not, return to PO until complete.	None	5 Days	CPD Focal Person
	2.2 Forward the merged CPD Application Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	CPD Focal Person
	2.3 Review and affix initials on the Application documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Application documents	None	5 Hours	Division Chief (Knowledge Management Division)
	2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person
	2.5b Upload the requirements online via CPDAS	None	1 Day	CPD Focal Person



3. Submit required documents per PRC-NCR's evaluation	3.a Track the submitted application. If PRC-NCR has comments on the submitted application, CPD Focal Person shall immediately inform the PO to comply within 2 working days.	None	N/A	CPD Focal Person
	3.b Receive required documents from PO per PRC-NCR's evaluation and submit to PRC	None	2 Days	CPD Focal Person
	3.c Update the monitoring sheet in Google Drive	None	1 Hour	CPD Focal Person
	3.d Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	CPD Focal Person
	<b>SUBTOTAL:</b>	None	136 Hours or 17 Days	

#### 1B.) CPD Completion Report

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPD Completion requirements through email to <swidb@dswd.gov.ph>	1.1 Accept and track the Completion Report	None	3 Hours	SWIDB Admin Staff (Incoming)
	1.2 Endorse the Completion Report to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Completion documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Review the Completion documents per PRC and DSWD standards	None	2 days	CPD Focal Person
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	CPD Focal Person
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the completion documents	None	3 days	Division Chief (CBD)

	2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	CPD Focal Person
	2.3 Review and affix initials on the Completion documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Completion documents	None	5 Hours	Division Chief (Knowledge Management Division)
	2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person
	2.5b Upload the requirements online via CPDAS  For completion requirements, email the full completion report to cpdd.monitoringandevaluation@gmail.com and gcalapardo.prc@gmail.com	None	1 Day	CPD Focal Person
	2.6 Update the monitoring sheet in Google Drive	None	1 Hour	CPD Focal Person
	2.7 Upon submitted completion report, email the proponent office on the status and include the Client Satisfaction Measurement Survey (CSMS).	None	1 Day	CPD Focal Person
	<b>SUBTOTAL:</b>	None	80 Hours or 10 Days	
	<b>TOTAL:</b>	None	<b>27 Days</b>	

## 2. SWADCAP Activity Reservation by DSWD Employees

Reservation of training to be held in the Department's facility – Social Welfare and Development Center for Asia and the Pacific (SWADCAP), Taguig City. Pursuant to the memorandum of the Undersecretary for General Administration and Support Services Group (GASSG) dated January 16, 2013, all offices, bureaus, services, and units (OBSUs) are

encouraged to maximize the use of the said facility. It is more advantageous and beneficial to the government if SWADCAP will be used as the primary training facility for the Department's various activities. This entails the use of both guest and function rooms.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memo requesting SWADCAP availability		Requesting party		
2. SWADCAP Reservation Form		DSWD Website		
3. Activity Terms and Conditions		DSWD Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request memo to SWIDB	1. Track the received request memo from OBS	None	1 Hour	SWIDB Admin Staff (Incoming)
	2. Check memo request details such as: -activity title -activity date -number of participants	None	1 Hour	SWIDB Admin Staff
	3. Check availability of Function Room and/or Guest Rooms via SWADCAP Calendar	None	1 Hour	SWIDB Admin Staff
	4. Prepare Certificate of Availability/ Non-Availability of SWADCAP and affix initials	None	3 Hours	SWIDB Admin Staff
	5. Submit Certificate to approving authorities (Division Chief and Bureau Director)	None	2 Hours	SWIDB Admin Staff
	6. Review and sign Certificate	None	6 Hours	Division Chief and Bureau Director

	7. Track and endorse signed Certificate, attached with Reservation Form and Activity Terms and Conditions to concerned office	None	2 Hours	SWIDB Admin Staff (Outgoing)
2. Fill out Reservation Form and Activity Terms and Conditions		None	2 Hours	
3. Submit the Reservation Form, Activity Terms and Conditions and copy of the scanned ID of the requestor to SWADCAP thru email		None	2 Hours	
	8. Book reservation to SWADCAP Calendar	None	2 Hours	SWADCAP Admin Staff
	9. Send confirmation of reservation and link to the CSMS form thru email	None	2 Hours	SWADCAP Admin Staff
	<b>TOTAL:</b>	None	<b>24 Hours or 3 Days</b>	

### 3. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form		Knowledge Exchange Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Inquire availability of Function Room via email		None	1 Hour	
	1. Receive request via email to reserve Function Room	None	1 Hour	KEC Librarian (Knowledge Management Division)
	2. Check availability of KEC Function Room	None	2 Hours	KEC Librarian (Knowledge Management Division)
	3. Send Reservation Form to requesting party thru email	None	2 Hours	KEC Librarian (Knowledge Management Division)
2. Fill out Reservation Form		None	3 Hours	
3. Submit accomplished Reservation Form to KEC thru email		None	3 Hours	
	5. Book reservation to KEC Calendar	None	2 Hours	KEC Librarian (Knowledge Management Division)
	6. Send confirmation of reservation and link CSMS form thru email	None	2 Hours	KEC Librarian (Knowledge Management Division)
	<b>TOTAL:</b>	<b>None</b>	<b>16 Hours or 2 Days</b>	

#### 4. Borrowing of KEC Materials and Collections

Borrowing of learning materials and references from the Knowledge Exchange Center (KEC) done by DSWD employees.

<b>Office Division:</b>	<b>or</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)
<b>Classification:</b>		Simple
<b>Type Transaction:</b>	<b>of</b>	G2G - Government to Government

<b>Who may avail:</b>		DSWD employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Logbook		Knowledge Exchange Center		
2. Valid ID		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide proof of identification		None	2 Hours	
2. Inquire availability of knowledge material/s		None	2 Hours	
	1. Receive inquiry on the availability of knowledge material/s	None	2 Hours	KEC Librarian/ Staff
	2. Conduct physical inspection of material/s being borrowed	None	2 Hours	KEC Librarian/ Staff
	3. Require borrower to fill up Borrower's Logbook	None	2 Hours	KEC Librarian/ Staff
3. Fill out Borrower's Logbook		None	2 Hours	
	4. Encode material and borrower's name in the KEC Borrowers' Matrix	None	2 Hours	KEC Librarian/ Staff
	5. Release the material/s and advise date of return	None	2 Hours	KEC Librarian/ Staff
	<b>TOTAL:</b>	None	<b>16 Hours or 2 Days</b>	



# FEEDBACK AND COMPLAINTS MECHANISM

## 1. Administrative Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Along with the data/info submitted through email, the Google Survey Form link: <a href="https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform</a> is being submitted.
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis.  AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or a complaint letter addressed to DSWD Secretary Rolando Joselito Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.



How complaints are processed	Complaint letter received by the Office of the Secretary shall be forwarded to the concerned office to address the concern.  Reply letter shall be sent to the complainant.
Contact Information	<p><b>DSWD:</b>          Ms. Myrna H. Reyes          DSWD– Records and Archives Management Division          OIC-Division Chief/DSWD FOI Receiving Officer  <i>mhreyes@dswd.gov.ph</i>          (02) 8 951 7119</p> <p><i>grievance.osec@dswd.gov.ph</i>          (02) 8-931-8101</p> <p><b>ARTA:</b>  <i>complaints@arta.gov.ph</i>          (02) 8-478-5093</p> <p><b>PCC:</b>  <i>pcc@malacanang.gov.ph</i>          8888</p> <p><b>Contact Center ng Bayan:</b>          SMS : 0908 881 6565          Call 165 56          P5.00 + VAT per call anywhere in the Philippines          via PLDT landlines</p>

## 2. Agency Operations Center

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in AOC complaint and assistance helpdesk. Contact info: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or <i>aoc@dswd.gov.ph</i>
How feedbacks are processed	The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel / unit and they are required to answer within three (3) days of the receipt of the feedback. The answer of the personnel / unit is then relayed to the citizen. For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email <i>aoc@dswd.gov.ph</i>

How to file a complaint	<p>Answer the client complaint form and drop it at designated drop box in AOC complaint and assistance helpdesk. It can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a></p>
How complaints are processed	<p>The Agency Operation Center will evaluate and determine the complaints received on a daily basis. The ARTU focal will coordinate and forward the complaint to the relevant personnel / unit to answer the complaint and shall investigate. If necessary, after the concern has been addressed or after the conduct of the investigation, the ARTU Focal shall prepare and submit an incident report to the AOC Director for appropriate action. The ARTU focal shall give feedback to the clients.</p> <p>For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<p><b>Anti-Red Tape Authority:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>, 8-478-5093</p> <p><b>Contact Center ng Bayan:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>, 0908-881-6565</p> <p><b>Presidential Complaint Center:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>, 8888</p> <p><b>Agency Operation Center:</b> <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a>; (+02) 89318101 VOIP. 10212, 10214, 10206</p>

### 3. Disaster Response Management Bureau

Feedback and Complaints Mechanisms	
How to send a feedback / complaint	<p>Answer the client satisfaction survey form online through this link <a href="https://bit.ly/3vtixYl">https://bit.ly/3vtixYl</a> or through pen and paper at the receiving area of DRMB.</p>
How complaints are processed	<p>The DRMB Grievance Focal shall review the grievances as they come and respond accordingly.</p>
Contact information of Contact Center ng Bayan (CCB), Presidential Complaint Center	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 8478-5093</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p>CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p>

(PCC), and Anti-Red Tape Authority (ARTA)	0908-881-6565
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#### 4. Disaster Response Management Group

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the Client LGU upon release of requested goods.
How feedback are processed	1) Duly accomplished customer feedback forms shall be collated once a month by the DRMD Grievance Focal. 2) Identified issues and concerns of the Client LGU shall be discussed and addressed accordingly.
How to file a complaint	Requesting LGU may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office
How complaints are processed	Upon receipt of the complaint, the DRMD Head of the concerned DSWD FO shall make necessary evaluation and investigation, and create a report for information and appropriate action of the DSWD FO. Feedback shall be provided to the Client LGU.
Contact information of (ARTA), (CCB), (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 8478-5093 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565

#### 5. Finance and Management Service

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the client after issuance of approved accounting certifications.
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Complaints may be sent to the Office of Director of FMS through email at <a href="mailto:finance@dswd.gov.ph">finance@dswd.gov.ph</a> or <a href="mailto:fms@dswd.gov.ph">fms@dswd.gov.ph</a> Tel No. (632) 931-8127
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. For inquiries and follow-ups, clients may contact FMS through (632) 931-8127 or through email: <a href="mailto:finance@dswd.gov.ph">finance@dswd.gov.ph</a> or <a href="mailto:fms@dswd.gov.ph">fms@dswd.gov.ph</a>

Contact Information	<p><b>Anti-Red Tape Authority (ARTA):</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / 8478-5093</p> <p><b>Contact Center ng Bayan (CCB):</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> / 0908-881-6565</p> <p><b>Presidential Complaint Center:</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> / 8888</p>
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## 6. Human Resources Management and Development Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area.</p> <p>Telephone: (02) 8931-9137            E-mail: <a href="mailto:personnel@dswd.gov.ph">personnel@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:            Telephone: (02) 8931-9137            E-mail: <a href="mailto:personnel@dswd.gov.ph">personnel@dswd.gov.ph</a></p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> <li>- Your Name and contact details</li> <li>- Transaction with PAD</li> <li>- Name of Person complained of</li> <li>- Reason for complaint</li> <li>- Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:            Telephone: (02) 8931-9137            E-mail: <a href="mailto:personnel@dswd.gov.ph">personnel@dswd.gov.ph</a></p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p>

	<p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:          Telephone: (02) 8931-9137          E-mail: <a href="mailto:personnel@dswd.gov.ph">personnel@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> <li>• Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>, 8-478-5093</li> <li>• Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>, 8888</li> <li>• Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>, before CSC (Civil Service Commission), 0908-881-6565</li> </ul>

## 7. Internal Audit Service

7. Internal Audit Service

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	Answer the IAS Client Feedback Form ( <b><i>contact number/s must be indicated for efficient and fast communication</i></b> ) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant.	
	Citizens may contact info: 952-9773 for inquiries and follow-up. Look for the following Designated Support Staff (DSS) under the Anti-Red Tape Unit (ARTU) corresponding the division they represent, at least within 2 days (for 3-day transactions); 5 days (for 7-day transactions); and 8 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:	
	<b>Name</b>	<b>ARTU Designation</b>
	Cristina C. Gaming	Unit Head
	Antonia C. Alcober	Special Audit Division (SAD)
	Jerry D. Cabili	Operations Audit Division (OAD)
	Jenny Vi L. Alinday	Management Audit Division (MAD)
How feedbacks are processed	Mark Anthony B. Balabbo	
	Integrity Management Committee IMC)	
Monitoring and Evaluation Officer (MEO) II		
How feedbacks are processed	<b>Mr. Jerry D. Cabili</b> , ARTU Support Staff from the Operations Audit Division opens the drop box on a daily basis, compiles and records all feedback submitted.	

FEEDBACK AND COMPLAINTS MECHANISM																				
	<p>Feedback requiring answers are forwarded to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for appropriate action.</p> <p>The answer of the office is then relayed to the citizen by the DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups, citizen’s may contact: 952-9773 or email IAS at <a href="mailto:ias@dswd.gov.ph">ias@dswd.gov.ph</a>.</p>																			
How to file a complaint	<p>Answer the IAS Client Feedback Form (<b><i>contact number/s must be indicated for efficient and fast communication</i></b>) and drop it at the designated drop box placed near the entrance of this office, under the custody of <b>Mr. Renato P. Galuran</b>, Administrative Assistant I and <b>Ms. Myca Donna Dee L. Magbanua</b>, Internal Auditing Assistant.</p> <p>Citizens may contact info: 952-9773 or email IAS at <a href="mailto:ias@dswd.gov.ph">ias@dswd.gov.ph</a> for <i>complaints, inquiries and follow-ups</i>. Make sure to provide the following information:</p> <ul style="list-style-type: none"><li>▪ Name of person being complained; and</li><li>▪ Incident Evidence</li></ul> <p>Look for the following Designated Support Staff (DSS) under the ARTU corresponding their contact number/s and division they represent, at least within 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:</p> <table><tr><th>Name</th><th>ARTU Designation</th><th>Contact Number/s</th></tr><tr><td>Cristina C. Gaming</td><td>Unit Head</td><td>0917-1638631</td></tr><tr><td>Antonia C. Alcober</td><td>Special Audit Division (SAD)</td><td>0917-5361369</td></tr><tr><td>Jerry D. Cabili</td><td>Operations Audit Division (OAD)</td><td>0977-8090214</td></tr><tr><td>Jenny Vi L. Alinday</td><td>Management Audit Division (MAD)</td><td>0946-9884255</td></tr><tr><td>Mark Anthony B. Balabbo</td><td>Integrity Management Committee IMC)</td><td>0927-3055764</td></tr></table>		Name	ARTU Designation	Contact Number/s	Cristina C. Gaming	Unit Head	0917-1638631	Antonia C. Alcober	Special Audit Division (SAD)	0917-5361369	Jerry D. Cabili	Operations Audit Division (OAD)	0977-8090214	Jenny Vi L. Alinday	Management Audit Division (MAD)	0946-9884255	Mark Anthony B. Balabbo	Integrity Management Committee IMC)	0927-3055764
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Mark Anthony B. Balabbo	Integrity Management Committee IMC)	0927-3055764																		
How complaints are processed	<p><b>Ms. Jenny L. Alinday</b>, ARTU Support Staff from the Management Audit Division opens the drop box, and records all complaints submitted on a daily basis and subject each for evaluation.</p> <p>Upon evaluation, Ms. Alinday forwards the complaint to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for preparation of a report signed and approved by the IAS Director.</p>																			

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>The result of evaluation of the office will be given to the citizen by the concerned DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups on the complaints, citizen's may contact: 952-9773 or email IAS at <a href="mailto:ias@dswd.gov.ph">ias@dswd.gov.ph</a>.</p>
Contact Information ARTA, CSC, PCC	<p>Anti-Red Tape Authority (ARTA) : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p>Presidential Complaint Center (PCC): <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p>Contact Center ng Bayan (CCB) : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Before CSC (Civil Service Commission): 0908-881-6565</p>

## 8. Information Communication Technology Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	ICTMS Request feedback through <a href="https://ictsupport.dswd.gov.ph/">https://ictsupport.dswd.gov.ph/</a>
How feedbacks are processed	Feedback are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>
How complaints are processed	Each complain or request are assigned to specific person that will take action
Contact Information ICTMS	<p>931-81-01 to 07 Locals: 127, 128;            Direct Line - 932-80-85            ICTMS/VOIP - 10308            ICTMS/Incoming - 10302</p> <p>Malasakit Building, DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City, Philippines</p>

## 9. International Social Services Office



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Concerned citizen to send letter/email to: <a href="mailto:issoinquiries@gmail.com">issoinquiries@gmail.com</a>
How feedbacks are processed	A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours.
How to file a complaint	Concerned citizen to send letter/email to: <a href="mailto:issoinquiries@gmail.com">issoinquiries@gmail.com</a>
How complaints are processed	A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours.
Contact Information of: ARTA, PCC, CCB	<b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093  <b>Presidential Complaint Center (PCC)</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  <b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> before CSC (Civil Service Commission)- 0908-881-6565

#### 10. Kapit-Bisig Laban Sa Kahirapan – Comprehensive And Integrated Delivery Of Social Services National Community-Driven Development Program

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The use of Customer Feedback is a way to continuously improve the quality of service delivery to our Internal and External customers, especially the Regional Program Management Offices.</p> <p>First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office and send it to <a href="mailto:kalahi.records@gmail.com">kalahi.records@gmail.com</a> or use the link via google forms <a href="https://forms.gle/ZCpaVUUJc1P8bD7b7">https://forms.gle/ZCpaVUUJc1P8bD7b7</a></p> <p>Alternatively, clients' feedback may be channeled or initiated through:</p> <ul style="list-style-type: none"> <li>• Direct visits at Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City</li> <li>• Text messages or phone calls via Tel: (02) 8952-0697 and KALAHICIDSS National Grievance Hotline: +6394562925155</li> <li>• Online KALAHICIDSS social media accounts such as KC Official Facebook account either Regional or/and National Facebook.com/dswdkalahicidss and website ncddp.dswd.gov.ph</li> </ul> <p>To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.</p>
How feedbacks are processed	All the client feedback is received and processed by the Grievance Monitor.



	<p>Grievance Monitor records the feedback filed by the client in the database.</p> <p>Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/ information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.</p>
How to file a complaint/grievance	<p>Clients may file/initiate complaints or grievances through the following means:</p> <ul style="list-style-type: none"> <li>• Letters and e-mails to <a href="mailto:kalahi.records@gmail.com">kalahi.records@gmail.com</a></li> <li>• Text messages/ Phone calls: KALAH-CIDSS Grievance Hotline: +6394562925155 or Tel: (02) 8952-0697</li> <li>• Verbal narration from walk-in complainants</li> <li>• Grievance Boxes installed in the project areas</li> <li>• Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders.</li> <li>• Call-in questions, comments, or complaints from radio programs</li> <li>• Media newscasts, newspaper articles, and other publications.</li> <li>• Online official KALAH-CIDSS Website: <a href="http://ncddp.dswd.gov.ph">ncddp.dswd.gov.ph</a> and Facebook: <a href="https://facebook.com/dswdkalahicidss">Facebook.com/dswdkalahicidss</a></li> <li>• Through channels/other complaint centers such as 8888</li> <li>• Citizens' Complaints Hotline (President's Hotline) 8888</li> <li>• Contact Center ng Bayan (CCB),</li> </ul> <p>SMS: 0908-881-6565 / Call: 165 56,        Email: <a href="mailto:email@contactcenterbayan.gov.ph">email@contactcenterbayan.gov.ph</a>,        Facebook: <a href="https://facebook.com/civilservicegovoh/">https://facebook.com/civilservicegovoh/</a>        web: <a href="https://contactcenterbayan.gov.ph/">https://contactcenterbayan.gov.ph/</a></p>
How complaints are processed	<p>Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received.</p>
Contact Information of ARTA, PCC, CCB, and CSC	<p>Anti-Red Tape Authority (ARTA):  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>Presidential Complaint Center (PCC):  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621</p> <p>Contact Center ng Bayan (CCB): <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        0908-881-6565</p> <p>Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935</p>

## 11. Legal Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> <li>1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or</li> <li>2. Contact LS at (02) 8951 2238 or <a href="mailto:legal@dswd.gov.ph">legal@dswd.gov.ph</a>.</li> </ol>
How feedback is processed?	<ol style="list-style-type: none"> <li>1. Every day, the designated Administrative Assistant (AA) I opens the suggestion box, and collects and records feedback from all sources.</li> <li>2. All feedback that requires answers are forwarded to the LS Director and/or Division Chiefs concerned for preparation of reply. Answers should be released not later than three (3) days from the receipt of the feedback.</li> <li>3. LS replies will be sent to the client concerned.</li> <li>4. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or <a href="mailto:legal@dswd.gov.ph">legal@dswd.gov.ph</a>.</li> </ol>
How to file a complaint?	<ol style="list-style-type: none"> <li>1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or</li> <li>2. File a Sworn Statement, substantially compliant to the format and content requirements of the 2017 Rules on Administrative Cases in the Civil Service (RACCS) before the DSWD -Office of the Secretary.</li> <li>3. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or <a href="mailto:legal@dswd.gov.ph">legal@dswd.gov.ph</a>.</li> </ol>
How complaints are processed?	<ol style="list-style-type: none"> <li>1. The complaints are processed in accordance with the 2017 RACCS and the DSWD Administrative Order (AO) No. 11, series of 2013.</li> <li>2. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or <a href="mailto:legal@dswd.gov.ph">legal@dswd.gov.ph</a>.</li> </ol>
Contact Information of the Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Contact Center ng Bayan (CCB):	<ol style="list-style-type: none"> <li>1. <b>PCC</b> 1-ARTA (1-2782) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li>2. <b>ARTA</b> 8888 <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li> <li>3. <b>CCB</b></li> </ol>

	0908-881-6565 (SMS) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
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## 12. National Household Targeting Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a></p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information of NHTO and CCB	<p><b>National Household Targeting Office (NHTO)</b>  <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a>          VOIP No.: 88872          WiServ: Listahanan&lt;space&gt;complaint/message          send to 0918 912 2813</p> <p><b>Contact Center ng Bayan (CCB)</b>          SMS: 0908 881 6565          Call : 165 56          ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email:  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p>

	Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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### 13. National Response and Logistics Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Your feedback is highly important to us. You may send them through email at <a href="mailto:nrlmb@dswd.gov.ph">nrlmb@dswd.gov.ph</a> or message us at the NRLMB page.  You may also opt to request for a feedback form from the NROC Security Guard and drop them on our drop boxes located at the NRLMB entrance gate.
How feedback is processed	The feedback forms are designed to analyze the performance of NRLMB as a service provider and are consolidated, reviewed, and endorsed for the bureau's continuous improvement.
How to file a complaint	Send complaints through email at <a href="mailto:nrlmb@dswd.gov.ph">nrlmb@dswd.gov.ph</a> or message us at the NRLMB page
How complaints are processed	Resolution on the complaints will be worked on within 7 working days and the complainants shall be informed of its progress.
Contact information of NRLMB	Phone: (+632) 8 8528081 Phone: (+632) 8 8512681 Email : <a href="mailto:nrlmb@dswd.gov.ph">nrlmb@dswd.gov.ph</a>

### 14. Pantawid Pamilyang Pilipino Program

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	For <b>inquiries and follow-ups</b> , the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time: Email: <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a> Telephone number: (02) 8952-6929 voip number 10102 For <b>completed services</b> , the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> and submit it to the concerned division where the request was made or through any of the contact details provided above.
How feedback is processed	A technical staff is assigned to read daily all <b>inquiries and follow ups</b> sent to <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a> . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.  On the other hand, satisfaction surveys for <b>completed services</b> are being analyzed by the concerned division as among the bases to improve its service delivery.

How to file complaint	The client may directly communicate through the contact details provided below: Email: <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a> Telephone number: (02) 8952-6929 voip number 10102
How complaints are processed	All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a>  Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.
Contact Information of ARTA, PCC, CCB	<b>Anti Red-Tape Authority (ARTA):</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 <b>Presidential Complaint Center (PCC):</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 <b>Contact Center ng Bayan (CCB):</b> SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

## 15. Policy Development and Planning Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the data users are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.  In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.

FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	PDPB Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials to the PDPB Director. An official response letter will be communicated to the researcher/data user informing of the decision.
Contact information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 1-ARTA (2782)  Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  Contact Center ng bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565 (SMS) 165 56 (call) <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> (Facebook) <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> (Web)

## 16. Program Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is:  a. On Programs and Services- SPD will be the one replying to the complaint b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
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 within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.

Contact info of ARTA, PCC and CCB	Tel No. 8847-5093 Email Add: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Hotline: 8888 Email Add: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565
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## 17. Procurement Management Service

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Management Service - Receiving Areas.  Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: <a href="mailto:procurement@dswd.gov.ph">procurement@dswd.gov.ph</a>
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.  Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days  Appropriate client shall be informed of the response.  For the status of your query/clarification, you may contact us thru:  Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: <a href="mailto:procurement@dswd.gov.ph">procurement@dswd.gov.ph</a>
How to file a complaint	Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Receiving Area.  You may also file your complaint through telephone with the following details: <ul style="list-style-type: none"> <li>- Your Name and contact details</li> <li>- Transaction with PMS</li> <li>- Name of Person complained of</li> <li>- Reason for complaint</li> <li>- Evidence/s, if any</li> </ul> For the status of your complaint/s, you may contact us thru:

	Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: <a href="mailto:procurement@dswd.gov.ph">procurement@dswd.gov.ph</a>
How complaints are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (02) 8931-81-01 to 07 loc. 10095          E-mail: <a href="mailto:procurement@dswd.gov.ph">procurement@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888 CCB: 0908 -881-6565 (SMS)

#### 18. Resource Generation Management Office

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How feedbacks are processed	<p>The RGMO coordinates with the concerned staff or offices to clarify the issues being raised. The feedback is addressed in various ways, namely:</p> <ul style="list-style-type: none"> <li>• The RGMO staff or the RGMO Head responds to the email.</li> <li>• The RGMO sends a memo to the concerned OBSU.</li> <li>• The RGMO links with other OBSUs and/or Development Partners to respond to the issues being raised.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Complaints can be addressed to the RGMO through a letter or an email.</li> </ul>
How complaints are processed	<p>If complaints are received, the RGMO Head gathers information and documents and may talk with the concerned RGMO staff in private to understand the reason and nature of the complaint.</p>



Contact Information of ARTA, CSC, PCC	<b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 <b>Presidential Complaint Center (PCC)</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 <b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> <b>before CSC (Civil Service Commission)</b> 0908-881-6565
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#### 19. Standards Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
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"> <li>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.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 <b>Presidential Complaint Center (PCC)</b>

**FEEDBACK AND COMPLAINTS MECHANISM**

	<p><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>
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**20. Sustainable Livelihood Program**
**FEEDBACK AND COMPLAINTS MECHANISM**

How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> <li>All CSF Forms will be validated and recorded by the SMKMU Unit Head;</li> <li>Feedbacks requiring actions will be discussed within the Unit for proper course of action;</li> <li>Feedbacks will be relayed to the concerned client;</li> <li>For inquiries and follow-ups, clients may contact the SMKMU through landline 8951-2806 or email at <a href="mailto:livelihood@dswd.gov.ph">livelihood@dswd.gov.ph</a></li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>Client must indicate his/he specific concern via writing/ email which must be sent to <a href="mailto:livelihood@dswd.gov.ph">livelihood@dswd.gov.ph</a>.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>From email, social media, phone calls and sms: Writing formal response letter to the client to be officially sent through provided email</li> </ul>
Contact Information of ARTA, PCC, CCB	<p><b>ANTI-RED TAPE AUTHORITY</b>          Email address: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          Contact Number: 847-850-93</p> <p><b>Presidential Complaint Center (PCC)</b>          Direct line: 8888          Email Address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p><b>Contact Center ng Bayan (CCB) before CSC (Civil Service Commission)</b>          Email address: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Contact Number: 0908-881-6565</p>

## 21. Social Marketing Service

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	OBSUs are provided with Technical Assistance Satisfaction Survey which should be answered and returned to the Division or through email at <a href="mailto:sms@dswd.gov.ph">sms@dswd.gov.ph</a>
How feedbacks are processed	The Communication Development and Research Division (CDRD) of SMS consolidates and process the Survey Forms
How to file a complaint	Complaints may be sent to the Director of SMS through <a href="mailto:sms@dswd.gov.ph">sms@dswd.gov.ph</a>
How complaints are processed	Complaints are discussed by the Director with concerned Division and staff
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> CBB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> SMS: <a href="mailto:sms@dswd.gov.ph">sms@dswd.gov.ph</a> ; Direct Line: (+02) 89517440; Trunk Line: (+02) 89318101 loc. 207, 208, 209

## 22. Social Technology Bureau

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.
<i>Paano magpadala ng fidbak o reklamo?</i>	If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau if applicable.  Verbal or written feedbacks may also be channeled through the following contact information:  <ul style="list-style-type: none"> <li>- For verbal feedbacks: Customer may call Field Office Landlines located below.</li> <li>- For written feedbacks/complaints: Customer may email the concerned Field Office listed below.</li> </ul>

How feedbacks are processed	<p>The designated STU - Anti-Red Tape Unit (ARTU) opens daily the suggestion box and compiles and records all feedback submitted.</p> <p>Every end of the Month, the designated member of STU - Anti-Red Tape Unit (ARTU) consolidates and analyzes the results of the Customer Satisfaction Survey (CSS) administered via Google Form and the Feedback received via suggestion box. The consolidated CSS Report shall be submitted to the Regional Director and the Committee on Anti-Red Tape (CART).</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The STUs are required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the Field to the feedback/complaint is then relayed to the citizen.</p> <p>The results of feedback are reported during the General Staff Meeting and/or Management Committee (ManCom) meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the Regional Office listed below.</i></p>
How to file a complaint	<p>The Complaints may be filed through the following channels: <i>[Ang mga reklamo ay maaring isumite sa mga sumusunod:]</i></p> <ul style="list-style-type: none"> <li>• Formal channel: Email addressed to Regional Director via (please use as subject "Complaint")</li> <li>• Informal channels: through phone calls to concerned Regional Office listed below <i>(02) 89318144/(02) 8951-7124</i></li> <li>• Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.</li> </ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> <li>- Staff/Person/s Involved</li> <li>- Incident and other facts</li> <li>- Evidence</li> </ul>
How complaints are processed	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director.</p>

	<p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at <a href="mailto:socotech@dswd.gov.ph">socotech@dswd.gov.ph</a>.</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> <li>• Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</li> <li>• Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</li> <li>• Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> before CSC (Civil Service Commission) 0908-881-6565</li> </ul>

### 23. Social Welfare Institutional Development Bureau

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Scan QR Code posted in the Knowledge Exchange Center (KEC). KEC Librarian staff will provide the CSMS form upon return of the material. You may also send your concerns to <a href="mailto:swidb@dswd.gov.ph">swidb@dswd.gov.ph</a>.</p> <p>Contact info: (02) 8 951 2805 or local 403-405, 419 VOIP:10011</p>
How feedback forms are processed	<p>Semestral, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> <li>-Name of person/office being complained</li> <li>-Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how)</li> <li>-Evidence</li> </ul> <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.

Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)
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## LIST OF OFFICES

OFFICES	Designation	Contact Details
Office of the Secretary	Secretary	Trunk Lines: 8-931-81-01 to 07 Locals: 301, 300, 302, 303, 331; Tel. No.: 8-931-80-68, 8-931-79-16;

		Tel/Fax: 931-81-91 Email: osec@dswd.gov.ph
Office of Secretary	Head Executive Assistant (HEA)	Trunk Lines: 8-931-81-01 to 07 Local: 234, 235; Tel.: 8-951-68-27
Office of the Undersecretary for Social Welfare and Development	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Email: ousswd@dswd.gov.ph
Office of the Undersecretary for Standards and Capacity Building	Concurrent Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 309, 310, 311; Tel. No.: 8-951-22-39; Tel/Fax: 931-91-31 Email: ousscb@dswd.gov.ph
Office of the Undersecretary for General Administration and Support Services Group	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 312, 313; Tel/Fax: 931-91-35 Tel. No.: 8-951-71-26 Email: ousgassg@dswd.gov.ph
Office of the Undersecretary for Operations	Undersecretary and National Project Director, Pantawid Pamilyang Pilipino Program	Trunk Lines: 8-931-81-01 to 07 Locals: 306, 308; Tel. No.: 8-951-71-21; Tel/Fax: 931-81-38 Email: ousoperations@dswd.gov.ph
Office of the Undersecretary for Disaster Response Management Group	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals 334, 335; Tel/Fax: 951-71-12 Email: ousdrmg@dswd.gov.ph
Office of the Undersecretary for Policy and Plans	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 420; 421; Tel/Fax: 709-14-67 Email: ouspp@dswd.gov.ph
Office of the Undersecretary for Special Concerns	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 315, 316; Tel. No.: 8-931-91-47; Tel/Fax: 951-74-39 Email: oussc@dswd.gov.ph
Office of the Undersecretary for Special Projects	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Local 424; Tel. No.: 8-931-61-47 Email: oussp@dswd.gov.ph
Office of the Undersecretary for Inclusive and Sustainable Peace	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Local 214 Email: ousisp@dswd.gov.ph
Legislative and Liason	Undersecretary	Trunk Lines: 8-931-81-01 to 07

Affairs		local 420 and 421 Email: ouslla@dswd.gov.ph
Office of the Assistant Secretary for Administration – GASSG	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Local: 537, 538; Tel. No.: 8-931-63-66 Email: oasgassg@dswd.gov.ph
Office of the Assistant Secretary for Policy and Plans	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Local: 522; Tel. No.: 8-931-61-46 Email: oaspp@dswd.gov.ph
Office of the Assistant Secretary for Standards and Capacity Building	Assistant Secretary and Deputy National Program Director, Unconditional Cash Transfer National Program Management Office	Trunk Lines: 8-931-81-01 to 07 Locals: 202; 203; Tel/Fax: 951-71-17; Tel. No.: 8-931-81-23 Email: oasscb@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response Management Group	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc. 334, 335; Tel. No./Fax.: 951-71-12 Email: oasdrmg@dswd.gov.ph
Office of the Assistant Secretary for Luzon Affairs	Officer-in-charge	Trunk Lines: 8-931-81-01 to 07 Locals: 117, 118, 314, 328; Tel. Nos.: 8-931-81-72, 8-961-87-51 Email: oasla@dswd.gov.ph
Office of the Assistant Secretary for Mindanao Affairs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Email: oasma@dswd.gov.ph
Office of the Assistant Secretary for Specialized Programs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc.: 236, 237; Tel./Fax: 951-71-14; Tel. No.: 8-951-71-11 Email: oassp@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc. 425; Tel. No.: 8-355-39-35 Email: oasstatutory@dswd.gov.ph
Office of the Assistant Secretary for Visayas Affairs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07
Policy Development and Planning Bureau	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Locals: 317, 318, 319, 325, 329, 320; Tel.No.: 8-951-71-23; 8-951-74-36; 8-951-71-20 Tel/Fax: 931-81-30 Email: pdpb@dswd.gov.ph
Standards Bureau	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07



		Locals: 108, 109, 110; Tel.No. : 8-951-71-25; 8-355-28-43 Tel/Fax : 931-31-81 Email: sb@dswd.gov.ph
Disaster Response Management Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 531, 532; Tel. Nos.: 8-352-24-27; 8-335-40-14; Tel/Fax: 932-25-73 Email: drmb@dswd.gov.ph
Social Technology Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 324, 326; Tel/Fax: 951-28-02; Tel. Nos.: 8-931-81-44; 8-951-71-24 Email: stb@dswd.gov.ph
Program Management Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 407, 408, 409, 410, 426; Tel/Fax: 951-28-01; Tel. Nos.: 8-951-74-37; 8-931-91-41, 8-951-74-38, 8-277-38-81 Email: pmb@dswd.gov.ph
Social Welfare Institutional Development Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 403, 404, 405; Tel/Fax: 951-28-05 Email: swidb@dswd.gov.ph
National Resource and Logistics Management Bureau	Bureau Director	Tel. Nos.: 8-852-80-81, 8-553-98-64; 8-556-06-64, 8-856-36-65, 8-355-28-49; Tel./Fax: 8 851-26-81 Email: nrlmb@dswd.gov.ph
Legal Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 417, 418; Tel/Fax: 951-22-38 Email: ls@dswd.gov.ph
Internal Audit Service	Director	Trunk Lines: 8-931-81-01 to 07 Locals: 230, 231; Tel. No.: 8-932-24-70; Tel/Fax: 952-97-73 Email: ias@dswd.gov.ph
Social Marketing Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 209, 207, 208; Tel/Fax: 951-74-40; Tel. No.: 8-931-91-43 Email: sms@dswd.gov.ph
Human Resource Management and Development Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 101, 102; Tel. Nos.: 8-961-66-72; 8-961-66-59

		Email: hrmds@dswd.gov.ph
Information and Communication Technology Management Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 127, 128; Tel. No.: 8-951-71-22; Tel/Fax: 931-80-85 Email: ictms@dswd.gov.ph
Procurement Management Service	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Locals: 121, 122, 123, 124; Tel/Fax: 951-71-16; Tel. No.: 8-931-61-39 Email: pms@dswd.gov.ph
Administrative Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 535, 536; Tel/Fax: 931-81-16 Email: as@dswd.gov.ph
Finance and Management Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 218, 219; Tel/Fax: 931-81-27; Tel. Nos.: 8-931-91-44, 8-931-81-49 Email: fms@dswd.gov.ph
Department Legislative Liaison Office	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 330 Email: dllo@dswd.gov.ph
International Social Services Office	Head / Director III	Trunk Lines: 8-931-81-01 to 07; Locals: 322, 323; Tel. No.: 8-951-49-22 Email: isso@dswd.gov.ph
Resource Generation and Management Office	Head	Trunk Lines: 8-931-81-01 to 07 Local: 533, 534; Tel. No.: 8952-68-34 Email: rgmo@dswd.gov.ph
National Household Targeting Office	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Local: 126; Tel/Fax: 951-28-03 Email: nhto@dswd.gov.ph
Sustainable Livelihood Program	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Local: 332; Tel/Fax: 951-28-06 Email: slp@dswd.gov.ph
KALAHI-CIDSS NCDDP	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Locals: 513, 514, 515, 527; Tel/Fax: 931-61-14, Tel. Nos.: 8-952-97-49, 8-952-06-97 Email: kc@dswd.gov.ph

Pantawid Pamilyang Pilipino Program	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Locals: 233, 234, 235; Tel. Nos.: 8-962-34-24, 8-951-68-27, 8-709-10-73, 8-952-68-89, 8-952-69-29, 8-294-70-08 Email: 4ps-pmo@dswd.gov.ph
OFFICE	DESIGNATION	CONTACT DETAILS
FO I	Regional Director	Tel/Fax: (072) 687-8000 <a href="https://fo1.dswd.gov.ph">Website: https://fo1.dswd.gov.ph</a>
FO II	Officer-In-Charge	Tel/Fax: (078) 304-05-86 <a href="https://fo2.dswd.gov.ph">Website: https://fo2.dswd.gov.ph</a>
FO III	Regional Director	Tel. No.: (045) 8-961-21-43 Local 108 <a href="https://fo3.dswd.gov.ph">Website: https://fo3.dswd.gov.ph</a>
FO IV-A	Regional Director	Tel/Fax: (02) 807-71-02 <a href="https://fo4a.dswd.gov.ph">Website: https://fo4a.dswd.gov.ph</a>
FO IV-B	Regional Director	Tel. No.: (02) 8-525-24-45 Local 110 <a href="https://fo4b.dswd.gov.ph">Website: https://fo4b.dswd.gov.ph</a>
FO V	OIC – Regional Director	Tel. No.: (052) 8-480-04-25 <a href="https://fo5.dswd.gov.ph">Website: https://fo5.dswd.gov.ph</a>
FO VI	Regional Director	Tel. No. : (033) 8-503-37-03 Direct Line: (033) 8-337-62-21 <a href="https://fo6.dswd.gov.ph">Website: https://fo6.dswd.gov.ph</a>
FO VII	Regional Director	Tel. No.: (032) 8-231-21-72 <a href="https://fo7.dswd.gov.ph">Website: https://fo7.dswd.gov.ph</a>
FO VIII	OIC – Regional Director	Tel/Fax: (053) 321-30-90 <a href="https://fo8.dswd.gov.ph">Website: https://fo8.dswd.gov.ph</a>
FO IX	OIC – Regional Director	Tel/Fax: (062) 991-10-01 <a href="https://fo9.dswd.gov.ph">Website: https://fo9.dswd.gov.ph</a>
FO X	Regional Director	Trunkline: (088) 8-858-81-34; 8-858-89-59 <a href="https://fo10.dswd.gov.ph">Website: https://fo10.dswd.gov.ph</a>
FO XI	Regional Director	Tel/Fax: (082) 226-28-57 <a href="https://fo11.dswd.gov.ph">Website: https://fo11.dswd.gov.ph</a>
FO XII	Regional Director	Tel. No.: (083) 8-228-20-86 <a href="https://fo12.dswd.gov.ph">Website: https://fo12.dswd.gov.ph</a>
NCR	Regional Director	Tel. Nos.: (02) 8-733-00-10 to 14 <a href="https://ncr.dswd.gov.ph">Website: https://ncr.dswd.gov.ph</a>
FO CARAGA	Officer-in-Charge	Tel. No.: (085) 8-342-5619 <a href="https://caraga.dswd.gov.ph">Website: https://caraga.dswd.gov.ph</a>
FO CAR	Regional Director	Tel/Fax: (074) 446-59-61

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