

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.

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:	• Government to Client (G2C)
Who may avail:	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	
A. For New Applicants	
1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex A. PMC Form_App

One (1) photocopy of the following documents (original copies must be presented):

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"> Any PRC Office nationwide
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	<ul style="list-style-type: none"> Training Provider
certified true copy of the certificate of participation/attendance from the training provider will be accepted.	
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:	<ul style="list-style-type: none"> Local Government Office
a. Certification from immediate Supervisor; or b. An approved resolution	
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"> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. Documentation Report Template
<i>Other documents to be made available during the assessment visit:</i>	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	

B. For Renewal	
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	<ul style="list-style-type: none"> • Training Provider
twenty-four (24) hours within the validity period of the preceding certificate.	
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 (Annex D);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex D. PMC Form
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. PMC Form
Other documents to be made available during the validation visit.	

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 Annex F 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"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul style="list-style-type: none"> •

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. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			<p>Office Standards Section)</p> <p>Archie D. Turtur, PDO III Supervisor/ Section Head</p> <p>Mari-Flor A. Dollaga Libang Regional Director</p>

Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Jolibee D. Dagani, AA III Support Staff (Field Office - Standards Section Caraga)
STEP 5: Actual Accreditation Assessment	Conducts validation assessment with the applicable mode: <ul style="list-style-type: none">Under Normal circumstances actual accreditation visit;During the state of calamity/	None	1 working day	Emelyn L. Mintal, SWO II Technical Staff or Officer of the day (Field Office - Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	emergency virtual assessment. Activities to take place: 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference			
STEP 6: 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: a. If favorable, inform applicant on the approval of his/her accreditation.	None	7 working days	Emelyn L. Mintal, SWO II Technical Staff Archie D. Turtur, PDO III Section Head

	<p>b. If unfavorable, recommend for re-assessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of the documents</p>			<p>Support Staff</p> <p>Regional Director</p>
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	<p>Prepares certificate for issuance, if favourable.</p> <p>Approval and signature of the Certificate</p>	None	5 working days	<p>Support Staff</p> <p>Regional Director</p>
STEP 8: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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.*

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