

# ISSUANCE OF REGIONAL TEMPORARY SOLICITATION PERMIT/CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION 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*

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|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office or Division:       | Standards Section – DSWD Field Office                                                                                                                                                       |
| Classification:           | Complex Transaction                                                                                                                                                                         |
| Type of Transaction:      | Government to Client (G2C)                                                                                                                                                                  |
| Who may avail:            | 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                                                                                                                                                                             |

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| <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-DSWD Field Office Caraga</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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 1 - DSWD-SB-PSF-001: 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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>                                                     |
| 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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>                                                          |
| 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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>                                             |
| 5. Additional Requirements for Persons <ul style="list-style-type: none"> <li>a. Two valid government issued Identification Cards</li> <li>b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</li> </ul> | <ul style="list-style-type: none"> <li>Applicant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant                                                                                                                                        | <ul style="list-style-type: none"> <li>• Applicant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020. | <ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     |
| <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="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 2 - DSWD-SB-PSF-001: 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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>                                                                      |
| 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> <b>or</b>;<br/><br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/><br/>Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>                                                                           |



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| <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> <b>or</b>;<br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a><br/>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul> |
| <p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>                                                                       | <ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</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 DSWD Field Office Caraga</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> <b>or</b>;<br/><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul>     |

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|                                                                                                                                      | Annex 2 - DSWD-SB-PSF-001: 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> <b>or</b>;</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>         |
| 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> <b>or</b>;</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>              |
| 4. 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> <b>or</b>;</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p> |
| 5. 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>                                                                                                                                                                                                                                                                                                                                                                          |

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| <p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul> | <ul style="list-style-type: none"> <li>• Applicant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                          |
| <p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based.</li> </ul>                                                                                                                                                                                                                                                                                                                                        |
| <p><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></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>• <b>Standards Section-DSWD Field Office Caraga</b></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> <b>or;</b></li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> |



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|                                                                                                                                      | Annex 2 - DSWD-SB-PSF-001: 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> <b>or</b>;</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</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> <b>or</b>;</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking              |
| 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> <b>or</b>;</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |

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| 6. Sample of additional specific requirements for each methodology to be used, such as: <div>             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           </div> | <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                                                                                                      |
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| <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</b> 1: Submission of Application                                                                                                                                  | 1. Determine whether the submitted documents are complete.<br><br><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. | PhP500.00       | 30 minutes      | <b>Jolibee B. Dagani, AA III- Standards Section</b><br><br><b>Vanissa S. Sumampong, Admin Aide I- Standards Section</b> |

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|                                                                                                                  | <p>1.1. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p><b>If incomplete</b>, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>                                                                                                                                                                                                                                             |      |         |                                                                                                |
| <b>Note:</b> 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>                                                                   | <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</p> | None | 4 hours | <p><b>Nikki A. Alfante, SWO I</b></p> <p>Standards<br/>Section –<br/>DSWD Field<br/>Office</p> |

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|                                          | 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                                                                                                                       |      |         |                                                                                    |
| Step 2: Awaits the result of Assessment  | <p><b>Step 2b – If found non-compliant toeligibility 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> |      | 2 hours | <p><b>Nikki A. Alfante, SWO I</b></p> <p>Standards Section – DSWD Field Office</p> |
|                                          | <p>2. Review and Sign the letter</p> <p>citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>                                                                                                                     |      | 3 hours | <p><b>Archie D. Turtur, PDO III</b></p> <p>Section Head- Standards Section</p>     |
| Step 3: Awaits the result of application | <p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the</p>                                                                               | None | 3 hours | <p><b>Archie D. Turtur, PDO III</b></p> <p>Section Head- Standards Section</p>     |
|                                          | Division Chief Supervising the Standards Section                                                                                                                                                                                                                                              |      |         |                                                                                    |



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| <p><b>Step 4: Awaits the result of application</b></p> | <p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>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</p> | <p>None</p>    | <p>3 hours</p>              | <p><b>Aldie Mae A. Andoy, SWO IV</b><br/>OIC-PPD Chief</p>                                                                              |
| <p><b>Step 5: Awaits the result of application</b></p> | <p>Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign</p>                                                                                                                                                                                                                                      | <p>None</p>    | <p>5 hours</p>              | <p><b>Mari-Flor A. Dollaga-Libang</b><br/>Regional Director</p>                                                                         |
| <p><b>Step 6: Receive the Certificate</b></p>          | <p>Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the</p> <p>standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds</p>                                                                                               | <p>None</p>    | <p>30 minutes</p>           | <p><b>Jolibee B. Dagani, AA</b><br/>III-Standards Section</p> <p><b>Vanissa S. Sumampong</b><br/>Admin Aide<br/>I Standards Section</p> |
|                                                        | <p><b>TOTAL</b></p>                                                                                                                                                                                                                                                                                                                                  |                |                             |                                                                                                                                         |
|                                                        | <p><b>Complete and Compliant:</b></p>                                                                                                                                                                                                                                                                                                                | <p>₱500.00</p> | <p>Two (2) working days</p> |                                                                                                                                         |
|                                                        | <p><b>Complete but Non-Compliant and/or Incomplete Submission:</b></p>                                                                                                                                                                                                                                                                               | <p>₱500.00</p> | <p>6 hours</p>              |                                                                                                                                         |

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| Incomplete Submission:                                                                                                             |                                                              | None | 30 minutes  |                                                                                                       |
| B. Processing Procedures of Applications submitted at Field Office through Mail/Courier                                            |                                                              |      |             |                                                                                                       |
| STEP 1: Send the Application Form together with the prescribed documentary                                                         | Log receipt into the Document Tracking System. This shall be | None | *10 minutes | Jolibee B. Dagani, AA III- Standards Section<br>Vanissa S. Sumampong, Admin Aide I- Standards Section |
| through requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation. | route to the Assigned Technical Staff.                       |      |             | of incoming documents                                                                                 |

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

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| Step 2: Awaits the result of Assessment                                                                                                                                 | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;<br><br>May conduct validation activities, collateral interview and/or agency visit, if necessary. | None | 4 hours | Nikki A. Alfante, SWO I Person – Standards Section – DSWD Field Office |
| Step 2a – If found compliant to eligibility and documentary requirements                                                                                                |                                                                                                                                                                                                                                    |      |         |                                                                        |
| 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National FundRaising 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><br><br>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 | <b>Nikki A. Alfante, SWO I</b><br><br>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 | <b>Archie D. Turtur, PDO III</b><br>Section Head                            |
| <b>Step 3: Awaits the result of application</b> | 4.1 Review and Sign assessment report with complete application documents<br><br>4.2 Prepared                                                                                                                                                                                           | None | 3 hours | <b>Archie D. Turtur, PDO III</b><br>Section Head                            |



|                                                 |                                                                                                                                                                                                                                                                                                                                                      |      |            |                                                                                                                   |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|-------------------------------------------------------------------------------------------------------------------|
|                                                 | to Conduct Regional Fund Raising Campaign                                                                                                                                                                                                                                                                                                            |      |            |                                                                                                                   |
|                                                 | 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section                                                                                                                                                                                                                                                                    |      |            |                                                                                                                   |
| <b>Step 4: Awaits the result of application</b> | <p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>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</p> | None | 3 hours    | <b>Aldie Mae A. Andoy, SWO IV</b><br>OIC-PPD 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    | <b>Mari-flor A. Dollaga-Libang</b><br>Regional Director                                                           |
| <b>Step 6: Receive the</b>                      | Release/ transmits the                                                                                                                                                                                                                                                                                                                               | None | 30 minutes | <b>Jolibee B. Dagani, AA III-Standards Section</b><br><b>Vanissa S. Sumampong, Admin Aide I-Standards Section</b> |
| <b>Certificate</b>                              | 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                                                                                                                                                                   |      |            | Section – DSWD Field Office                                                                                       |

|                                                                 |                                |         |                      |  |
|-----------------------------------------------------------------|--------------------------------|---------|----------------------|--|
|                                                                 | utilization of solicited funds |         |                      |  |
| <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 procedure. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

| 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> </ul>                                                                                                                                                                                                                                                |
|                                        | <ul style="list-style-type: none"> <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 | <p><b>Anti-Red Tape Authority (ARTA)</b><br/> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b><br/> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b><br/> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a><br/> <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p> |