

**ENDORSEMENT OF DUTY-EXEMPT IMPORTATION OF DONATIONS TO SOCIAL WELFARE AND DEVELOPMENT AGENCIES**

*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.*

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

**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. 21 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><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.</p>	<p>1. Reviews the completeness and <b>correctness</b> of the submitted application documents based on the checklist.</p> <p><i>If complete, forward for tracking to Support Staff</i></p> <p><i>If incomplete, return to applicant, provide TA and checklist of requirements.</i></p> <p>2. Logs its receipt into the document tracking system</p> <p>3. Provides the walk-in applicant with document reference number for easy tracking.</p>	None	*30 minutes	Field Office:  Standards Unit administrative personnel and/or Officer-of-the-Day

**Note:** 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>  Prepare for conduct of area visit	None	3 working days	Field Office:  Standards Section technical staff

	<p><b>Step 3b – If found non-compliant to eligibility and documentary requirements</b></p> <p>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</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
<p><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.</p>				
<b>STEP 4:</b> Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. <i>(Optional)</i>	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	None	1 working day	Field Office: Standards Section Technical Staff

	Endorses the application to the Standards Bureau at the Central Office			DSWD Regional Director
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.			
	<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>	None	3 working days	<p>Standards Bureau:</p> <p>SCMD Technical Staff/ Division Chief/ Bureau Director</p>

	<p>Prepares the following:</p> <ul style="list-style-type: none"><li>• Endorsement letter to the DOF, Conforme 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>			
	<p>Endorsement to the Secretary</p> <p>Affixes initial to the endorsement letter to DOF</p>	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	<p>Final Approval of the Endorsement</p> <p>Affixes signature to the endorsement letter to DOF</p>	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.**

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.

FEEDBACK AND COMPLAINTS MECHANISM	
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	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <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>