

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"> Government to Client (G2C) Government to Government (G2G)

Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region
-----------------------	--

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities	
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"> 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/downloads-2/publications1_Annex 1. DSWD-RLA-F001 Application Form for Registration
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. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
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"> https://www.dswd.gov.ph/downloads-2/publications1_Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1_Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1_Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> Applicant

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
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Jolibee B. Dagani, AA III- Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section- Field Office Caraga
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking 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. 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.	None	30 minutes	Jolibee B. Dagani, AA III- Standards Section Field Office Caraga
	1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant			

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee and make payments to Cash Section or thru online.		Prepares statement billing	None	10 minutes	Jolibee B. Dagani, AA III-Standards Section Field Office Caraga
		Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Maria Genette Marban (Cashier Section-FO Caraga)
STEP 4: 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	Jolibee B. Dagani, AA III-Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section-Field Office Caraga
STEP 5: Ensure that	Provides the applicant	None	5 minutes	Jolibee B. Dagani, AA	
the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	the Client Satisfaction Measurement Form			III-Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section-Field Office Caraga	
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.					

STEP 6: Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Jolibee B. Dagani, AA III- Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section- Field Office Caraga
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Archie D. Turtur, PDO III Standards Section Head/

	1.3 Conducts desk review of the received application as to 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 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.	None	3 hours	Emelyn L. Mintal, SWO II, Assigned Technical Staff Standards Section DSWD Field Office Caraga
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	Emelyn L. Mintal, SWO II Assigned Technical Staff/
	Review and approval of	None	7 hours	Archie D. Turtur, PDO III

				Standards Section Head Support Aldie Mae A. Andoy, SWO IV OIC PPD Chief Mari-Flor A. Dollaga-Libang Regional Director
	the Confirmation Report; Endorsement for Approval of the Registration Certificate			

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 7: 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
	TOTAL For Complete and Compliant:	₱1,000.00	3 working days	
	For Incomplete Submission			
	Walk-in: None		30 Minutes	
	Courier:		2 days	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	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	Jolibee B. Dagani, AA III- Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section-Field Office Caraga
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Archie D. Turtur, PDO III Standards Section Head

	Provides notes/ instructions for action to concerned technical staff.			
	1.1 Review the submitted documents as to	None	3 hours	Emelyn L. Mintal, SWO II Technical Staff Standards Section DSWD Field Office Caraga
	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.			(Standards Section- Field Office)
STEP 4: Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper	None	5 hours and 25 minutes	Jolibee B. Dagani, AA III-Standards Section Vanissa S. Sumampong, Admin Aide I- Standards Section- Field Office Caraga

(SECPA) and
duplicate copy.

1.2 Reviews and
provides inputs and
endorses the

2 hours and 25
minutes

	Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.			Archie D. Turtur, PDO III Standards Section Head/ Standards Aldie Mae A. Andoy, SWO IV OIC PPD Chief Mari-Flor A. Dollaga-Libang Regional Director/
	1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	
Step 5: 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	Jolibee B. Dagani, AA III- Standards Section Support
TOTAL				
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.**

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	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>