

ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (CSO) 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).

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:	Complex

Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 						
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.						
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i></td><td>• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</td></tr> <tr> <td>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)</td><td>• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>	• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	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
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	Jerome A. Ormo, P DO I Person - Standards Section - DSWD Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive the documentary requirements If found incomplete or non-compliant, 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	Jerome A. Ormo, P DO I Person - Standards Section - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 3: 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	Jerome A. Ormo, PDO I Focal Person - Standards Section - DSWD Field Office
TOTAL				
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.*

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.
	<ul style="list-style-type: none"> 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