



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2022 (5th Edition)



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I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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Field Office VIII External Services

1. Processing of Freedom of Information Request

The Social Marketing Section – Office of the Regional Director (SMS-ORD) is responsible for the receiving and conduct of initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 09, series of 2016, on FOI.

Office or Division:	Social Marketing Section – Office of the Regional Director
Classification:	Covered by special law (Executive Order No. 09, s. of 2016)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals with Filipino Citizenship
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Standard Request 1.1. Request letter addressed to Field Office Regional Director at DSWD-Field Office VIII, Magsaysay Boulevard, Tacloban City 6500 1.2. Attach the FOI Request Form 1.2.1. Must state your complete name, contact information and purpose of your request 1.2.2. Attach a photocopy of government issued I.D or school I.D (for registered students) with photo	Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf for the FOI Request Form
2. Online Requests or through eFOI portal 2.1. Visit the eFOI website 2.1.1. Choose <u>Make a Request</u> icon 2.1.2. Select <u>Department of Social Welfare and Development</u> 2.1.3. Click on <u>Write My Request</u> 2.1.3.1. Ensure all the mandatory fields are filled out 2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo	Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/

<p>3. If unable to make a written request, because of illiteracy or disability</p> <p>3.1. Visit the nearest DSWD Office or contact Ms. Vina Aquino in DSWD Field Office VIII at (053) 321-3322 for inquiries</p> <p>3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form.</p> <p>3.3. Provide a copy of government issued I.D or school I.D (for registered students) with photo and authorization.</p>	Requesting may visit the nearest DSWD Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo</p>	<p>1. DSWD FRO shall receive and conduct initial evaluation to FOI Request</p> <p>1.1. Check if requested information is already posted and available online:</p> <p>1.1.1. If available, inform the requesting party and provide the link of posted information through the indicated contact details of the requesting party.</p> <p>1.2. Check if the</p>	<p>None</p>	<p>Within one (1) working day upon receipt of request</p>	<p>Office of the Regional Director</p>

	<p>requested information is substantially similar or identical to previous requests by the same requesting party.</p> <p>1.2.1. If the same, then request shall be denied.</p> <p>1.2.3. Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.</p> <p>1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.</p>			
2. Will received notification/ requested info/data from the contact info provided	2.1 DSWD FRO shall receive the info/ data from the respective office.	None	Within one (1) working day upon receipt of the data	<i>DSWD FO VIII Regional Information Officer</i>
	2.2 Release of requested info/data to the requesting			<i>DSWD FOI Receiving Officer</i>

	party through email or courier service		
TOTAL		None	2 days

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Along with the data/info submitted through email, the Google Survey Form link: https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4ziZRcnh5v2yq0m66ZR6H8YgBg2nri8A/viewform is being submitted.
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

2. Public Request for Assistance and/or Information through E-Mail

This refers to citizen's request for assistance or information through the official email address: inquiry@dswd.gov.ph.

Office or Division:	Records Section-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Not Applicable			Not Applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to send email to inquiry@dswd.gov.ph	1.1 Review and assess the request	None	5 Minutes	<i>Assigned Receiving Clerk</i>
	1.1.1 Prints the request and forwards same to the Office of the Regional Director for instruction. However, said email will immediately forward to the concerned Unit/Office who will take action on the inquiry.	None	10 Minutes	<i>Technical Staff Records Section</i>
	1.1.2 Reviews the inquiry and route Instructions to concerned Unit/Office appropriate response.	None	15 Minutes	Office of the Regional Director
	1.1.3	None	Within two (2)	<i>Receiving Clerk</i>

	<p>Concerned Unit/Office acknowledges receipt of the referral or inquiry and act on the concern.</p> <p>1.1.4 All referrals should furnish copy to the Designated Grievance Officer for monitoring.</p> <p>Note:</p> <ul style="list-style-type: none"> • For complex request initial response will immediately transmitted to the client's email address as to the status of inquiry • For highly technical inquiry: (needs multiple offices/ agencies' actions) Refer through email to concerned Unit/Office, Government Agencies and LGUs, copy furnish the client 	None	<p>days upon receipt of the referral</p> <p>10 Minutes</p>	<p><i>and Unit Head (Concerned Unit/office)</i></p> <p><i>Designated Grievance Officer</i></p>
	<p>1.2 Follow up through email, on complex and highly technical case</p>	None	20 minutes	<p><i>Designated Grievance Officer</i></p>

	referred to Unit/Officer, Government Agencies or LGUs, copy furnish the client			
	1.3 Email the response from the concerned Unit/Office to the client's email account together with the Feedback Form. Copy furnishes the account of the Designated Grievance Officer for monitoring of compliance.	None	30 minutes	<i>Receiving Clerk and Unit Head (Concerned Unit/office)</i>
TOTAL		None	2 days, 1 hour and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII

	(053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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3. Handling 8888 Grievance and Redress

In accordance to Executive Order No. 6, series of 2016, “*Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the Citizen’s Complaint Center,*” the DSWD Complaint Action Team was formed to ensure prompt actions on concerns, complaints, and requests for assistance.

Office or Division:	Office of the Regional Director - Grievance Focal			
Classification:	Simple			
Types of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units, and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DSWD Central Office 8888 Citizens’ Complaints Action Team endorses the	1.1. Receives and encodes in the 8888 database the concerns, complaints, and requests for assistance.	None	5 minutes	<i>Designated Field Office Grievance Officer</i>

concerns, complaints, and requests for assistance.	1.2. Assess the nature of concern and identifies the appropriate office for action.	None	3 minutes	
	1.3. Forwards the ticket referral via email of the concerned office/unit official email account for their immediate action and tracks their compliance within 3-days upon receipt thereof.	None	2 minutes	
	1.4. Acknowledges the receipt of the forwarded referral and encodes vital information in their tracking system.	None	5 minutes	<i>Designated Grievance Focal (Concerned Office/Unit)</i>
	1.5 Prints copy of referral and endorses to the Division Chief or supervisor for specific instructions/ comments.	None	10 minutes	<i>Concerned Division Chief</i>
	1.6. Forwards the action/information required to the assigned officer who will handle the referral then updates the tracking system.	None	3 minutes	<i>Designated Grievance Focal (Concerned Office/Unit)</i>

<p>1.7. Acts on the actions required and prepares appropriate response on the concerns, complaints and requests for assistance with concrete and specific action.</p>	<p>None</p>	<p>Within two (2) working days upon receipt of the referral</p>	<p><i>Officer-in-Charge (Concerned Office/Unit)</i></p>
<p>1.8. Approves the draft response on the referral. Note: For complex and highly referrals the response should be signed by the Regional Director.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Concerned Division Chief/ Regional Director</i></p>
<p>1.9. Updates the database on the status of the referral acted and copy furnish the following account for monitoring and compliance: a. <i>grievances.fo8@dswd.gov.ph</i> b. <i>grievance.osec@dswd.gov.ph</i> c. Client's email account if the required email account is available</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Designated Grievance Focal (Concerned Office/Unit)</i></p>
<p>1.10. Acknowledges receipt of the</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Designated Field Office Grievance Officer</i></p>

	response from the concerned office/unit and immediately updates the Regional 8888 Hotline Database. Ensures that the response is properly transmitted to the Central Office in charge for onward submission to the Office of the President.				
TOTAL		None	2 days, 5 hours, and 15 minutes		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	<p>Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500</p>
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p>

	<p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>
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4. Issuance of Travel Clearance for Minors Travelling Abroad

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian.

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Issuance of Travel Clearance Certificate	
A. For Minors Travelling Alone for a Foreign Country for the First Time	
1. Duly Accomplished Application Form	Download Form at fo8.dswd.gov.ph
2. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA Birth Certificate of the minor	Philippine Statistics Authority (PSA);
4. Photocopy of PSA issued Marriage Contract of minor's parents /Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or Religious Leader	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition, Shariah Court or Religious Leader
PSA CENOMAR for illegitimate minors on SECPA	
5. Notarized affidavit of consent or Written Consent of both parents, the solo parent and the legal guardian/solo parent whichever applicable. Photocopy of valid visa or valid ID issued abroad, if parents are working	Law Office and Notarized at the place where the minor resides/Philippine Embassy (If minors parent/s are abroad.
6. Two (2) Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last six (6) months from the time of	Applicant

application. No scanned picture will be accepted.	
7. Affidavit of Support and Certified copy of any evidence to show financial capability of sponsor (e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement etc.	Applicant
8. Certified True Copy of the Death Certificate (deceased parent/s) on SECPA	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
B. For Succeeding Travel of Unaccompanied minor Travelling Alone	
1. Duly Accomplished Application Form	Download Form at fo8.dswd.gov.ph
2. Notarized affidavit of consent or Written Consent of both parents, the solo parent and the legal guardian/solo parent whichever applicable. Photocopy of valid visa or valid ID issued abroad, if parents are working	Law Office and Notarized at the place where the minor resides/Philippine Embassy (If minors parent/s are abroad.
3. Original Copy of the Previous Travel Clearance	Applicant
4. Two (2) Original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last six (6) months from the time of application. No scanned picture will be accepted	Applicant
5. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
C. Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly Accomplished Application Form	Download Form at fo8.dswd.gov.ph
2. Copy of the PSA issued Birth Certificate of the minor	Philippine Statistics Authority (PSA);
3. Notarized affidavit or Written Consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA) ,Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s , copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID);Family Court
5. Two (2) colored passport size photos of the minor (in White, Red or Blue Background) taken within the last six (6) months from the time of application. No scanned picture will be accepted	Applicant
6. Photocopy of the passport of the travelling	Minor's Travelling Companion

companion	
D. Minors Travelling Subsequently with a person other than Parents or Legal Guardian	
1. Duly Accomplished Application Form	Download Form at fo8.@dswd.gov.ph
2. Original Copy of the Previous Travel Clearance	Applicant
3. Notarized affidavit or Written Consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Two (2) colored passport size photos of the minor (in White, Red or Blue Background) taken within the last six (6) months from the time of application. No scanned picture will be accepted	Applicant
5. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
Additional Requirements for Minors Under Special Circumstances	
A. For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
B. For minors studying abroad	
1. Acceptance or Certificate of Enrolment or Registration from the school where the minor is to be enrolled	Applicant
C. For minors who will attend Conference, Study Tours, Sports Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and other Related Activities	
1. Certificate from the Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of companion indicating safety measures under taken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization Abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
D. For minors going abroad for Medical Purposes	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
E. Minor going Abroad for Intercountry Adoption	
1.Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2.Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
F. Minor's under Foster Care	
1. Notarized Affidavit of Undertaking by Foster Parents	Foster Parents
2. Notarized Affidavit of Consent from the Regional	DSWD Regional Director

Director or Authorized Representative				
3. Photocopy of Foster Placement Authority	Applicant			
4. Photocopy of Foster Care License of the Family	Applicant			
5. DSWD Certification of the CDCLAA except those under Kinship Care	DSWD			
6. Return Ticket	Applicant			
G. Minor Under Legal Guardianship				
1. Certified True Copy of the Court Order on Legal Guardianship	Court			
H. Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting to the parents employment	Manning Agency			
2. Photocopy of Seaman's Book of the parent/s	Applicant			
I. Minors with alleged missing parent/s				
1. SCSR from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office (LSWDO)			
2. Blotter Report from either Local Police or Barangay Certification from the locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address			
3. One Returned registered mail to the last known address of the alleged missing parent	Applicant			
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number and CSS Form		5 minutes	Officer of the Day/Security Guard
2. Screening of Documents	2.1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply		10 minutes	Social Worker
3. Interview and Assessment	3.1. Social Worker interviews and conduct assessment of the application 3.2 Recommends for the approval and disapproval of the application to the signing authority		1 hour	Social Worker

<p>4. Review and Approval of Application</p>	<p>4.1 Approves /Disapproves the application</p> <p>4.1 a. If Approved: Issuance of claim stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)</p> <p>4.1.b If Disapproved</p> <p>4.2 Counseling and Explanation of the reason for disapproval of application</p> <p>4.3 Notify the nearby DSWD Field Offices</p> <p>4.3a If exempted, Prepared the Certificate of Exemption for the Approval of the Regional Director</p>		<p>20 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>20 minutes</p>	<p>Division Chief Social Worker/ OIC -DC</p>
<p>5. Payment of: Php. 300.00 for 1-year validity Php. 600.00 for 2 years validity</p>	<p>5.1 Receives and Issues Official Receipt to the Applicant on Payment Received</p>	<p>Php 300.00 for 1-year validity; Php 600.00 for 2 years validity</p>	<p>15 minutes</p>	<p>Cashier</p>
<p>6. Preparation of Travel Clearance</p>	<p>6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate</p>		<p>10 minutes</p>	<p>Social Worker</p>
<p>7. Approval of the Regional Director</p>	<p>7.1 Signs/Approves the Application or Certificate of Exemption for Exempted</p>		<p>10 minutes</p>	<p>Regional Director/Authorized Approved Signatory</p>

	Applicants			
8. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance		5 minutes	Social Worker
TOTAL		300-600	3 hours and 16 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client will provide Feedback through Client Satisfaction Survey Form (CSS) after the release of the Blue Card
How feedback are processed	EODB Focal will consolidate CSS Monthly Report and to be approved by DC. Then, the CSS monthly report of the division will be forwarded to HRMDD.
How to file a complaint	Complaints can be filed thru sending a letter or email at fo8@dswd.gov.ph
Complaint using 8888	Records Unit will receive the complaint and will be forwarded to PSD Head, if the concern is for MTA, the Focal Person or the concern SW will answer the said complaint/s.
How complaints are processed	<p>The MTA will conduct a case conference /meeting to discuss the issue or concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal Investigation shall be conducted within the PSD, then provide recommendation and officially send letter to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

5. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counselling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Medical Assistance	
For Hospital Bill:	
1. Medical Certificate/Medical Abstract with date of issuance, complete name, signature and license number of the attending Physician (issued within 3 months)	Attending Physician from a hospital/clinic or from Medical Records
2. Updated Hospital bill/Statement of Account (Outstanding Balance) with name and signature	Hospital Billing Clerk
3. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
4. Social Case Study Report	Local or Municipal Social Worker/Case Summary Report by Medical Social Worker
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
For Medicine/ Assistive Device:	
1. Medical Certificate/Medical Abstract with date of issuance, complete with name, signature and license number of the attending Physician (issued within 3 months)	Attending Physician from a hospital/clinic or from Medical Records
2. Prescription with date of issuance, complete name, license number, and signature of the attending Physician	Attending Physician from a hospital/clinic or from Medical Records
3. Social Case Study Report	Local or Municipal Social Worker/Case Summary Report by Medical Social Worker

4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
For Medical Procedures:	
1. Medical Certificate/Medical Abstract with date of issuance, complete with name, signature and license number of the attending Physician (issued within 3 months)	Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with date of issuance, complete name, license number, and signature of the attending Physician	Attending Physician from a hospital/clinic
3. Social Case Study Report	Local or Municipal Social Worker/Case Summary Report by Medical Social Worker
4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Burial Assistance	
For Funeral Bill:	
1. Registered Death Certificate or Certification from the Tribal chieftain	City/Municipal Hall, Hospital, Funeral Parlor or Tribal chieftain
2. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
4. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
5. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
For Transfer of Cadaver:	
1. Registered Death Certificate or Certification from the Tribal chieftain	City/Municipal Hall, Hospital, Funeral Parlor or Tribal chieftain
2. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel

3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
4. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
6. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Educational Assistance	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school/university
2. Validated School ID/ Valid I.D of the Parent/Guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
3. Statement of Account for College Students	Registrar, Authorized staff from the school
4. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Food Assistance	
1. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
2. Project proposal and Food distribution List(CRCF client)	Head of the Residential
<i>*Brgy. Certificate of Residency, or Certificate of Indigency or Certificate of the Client in Need of Assistance may be required.</i>	<i>*Local Barangay where client is presently residing.</i>
Cash Assistance for Other Support Services	
1. Any valid identification card of the client/person to be interviewed.	Non-government or Government agencies issuing an identification card.
Depending on the circumstances: <ul style="list-style-type: none"> • Police Report/Bureau of Fire Protection (BFP) Report/Certification for fire victims, • Passport/Travel Document, certification from OWWA or Barangay or any proof of repatriation by the OF 	Philippine National Police Bureau of Fire Philippine Embassy/Consulate Social Worker from welfare Agencies

<ul style="list-style-type: none"> • Certification from the Social Worker or Case Manager for rescued clients • Police Blotter and Social Worker Certificate for Victims of On-line Sexual Exploitation of Children 	Philippine National Police
<ul style="list-style-type: none"> • For <i>Locally Stranded Individuals (LSI)</i> without valid IDs: <ul style="list-style-type: none"> - <i>Medical Certificate</i> or the <i>Travel Authority</i> issued by the <i>Philippine National Police</i> will suffice and be accepted to prove his/her identity. • For all other incidents: <ul style="list-style-type: none"> - <i>Barangay Certificate of Residency</i> or <i>Certificate of Indigency</i> or <i>Certificate of the Client in Need of Assistance</i> as well as other documents as well as other documents from legal authorities/regulating agencies, as may be applicable. 	<p>Hospital, Philippine National Police</p> <p>Local Barangay where client is presently residing.</p>
<ul style="list-style-type: none"> • Provision of PPE: <ul style="list-style-type: none"> - Any valid identification card of the client/person to be interviewed. - RT-PCR Test Result - <i>Barangay Certificate of Residency</i> or <i>Certificate of Indigency</i> or <i>Certificate of the Client in Need of Assistance</i> as well as other documents as well as other documents from legal authorities/regulating agencies, as may be applicable. 	<p>Non-government or Government agencies issuing an identification card. Hospital or LGU</p> <p>Local Barangay where client is presently residing.</p>
Total No. of Steps:	Five (5) Steps
Total Processing Time:	Forty (40) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will proceed to PACD-Nurse.	1.1 PACD-Nurse will conduct Screening process to assess physical condition of clients through Client's Health Checklist form as per requirement to	None	5 minutes	PACD-Nurse/Personnel in charge

	control the spread of COVID-19.			
2. Client will proceed to PACD area.	<p>2.1. PACD-in-Charge will conduct initial query on the client's needs and concerns.</p> <p>2.2 Encoding of Client's information in online Spreadsheet.</p> <p>2.3 PACD-in-Charge will instruct the client to proceed in the designated area to wait for the queuing number to be called.</p>	None	5 minutes	PACD-in-Charge
3. Screening of documents, Interview and Assessment	<p>3.1 Social worker will check presented requirements of client. Client will be asked to comply if documents are incomplete.</p> <p>3.2 If complete, Social worker will proceed to the interview and conducts assessment on client's application.</p> <p>3.3 Social worker will encode client's basic information to <i>Crisis Intervention Monitoring System (CrIMS)</i> Online Database for validation and</p>	None	20 minutes	CIU-Social Welfare Officer

	identification.			
4. Review and Approval of the Officer-In-Charge to Social Worker's recommendation of assistance being requested by the client.	4.1 Officer-in charge will review and check assessment and recommendation of Social worker.	None	5 minutes	CIU Officer-in charge
5. Release of assistance a. Guarantee Letter (addressed to Service Provider) b. Outright Cash	5.1 Releasing of approved assistance to client whether outright cash/financial or through issuance of guarantee/referral letter. 5.2 Client's affixed signature as proof for the assistance received. 5.3 Filling up of Delight Survey Form by client and placed inside the dropbox before leaving the office.	None	5 minutes	CIU-Social Welfare Officer Designated Disbursing Officer
TOTAL			40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions

	that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

6. Cash Transactions

6.1. Issuance of Official Receipt for Minors Travelling Abroad (MTA) Clearance Fees

This process is a continuation of the issuance of travel clearance to minors. Clearance fee of each minor is P300 for 1 year and P600 for 2 years.

Office or Division:	Cash Section Financial Management Division	
Classification:	Simple Frontline Service	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement		MTA Section
2. Order of Payment		Accounting Section
Total No. of Steps:	Three (3)	
Total Processing Time:	Ten (10) minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits endorsement to Accounting Section staff and secure Order of Payment	1.1 Accounting staff to require the endorsement from MTA Section and prepare Order of Payment. 1.2 Accountant to sign the Order of Payment 1.3 Accounting staff to issue Order of Payment to client	N/A	3 minutes	<i>Accounting Staff</i>
2. Client proceeds to Cash Section	2.1. Cash Section in charge requires Order of Payment along with the payment and prepares Official Receipt. 2.2. Cashier / authorized representative to sign the Official Receipt. 2.3. Cash Section in charge hand over the Official Receipt to client.	P300/ year; P600 for 2 years	3 minutes	<i>Cashier</i>
3. Client proceeds to MTA Section	3.1. Acknowledge receipt of the Official Receipt as proof of payment for the required fee. 3.2 Issues the Clearance Certificate	None	4 Minutes	<i>Assigned Social Worker (MTA)</i>
TOTAL			10 minutes	

6.2. Releasing of Payment thru Check

This process is a continuation of the main procedure on the payment of assistance to clients and or check issuance for other claims.

Office or Division:	Cash Section Financial Management Division
Classification:	Simple Frontline Service
Type of Transaction:	G2C – Government to Client
Who may avail:	Clients/ Suppliers/ Creditors with money claims
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Individual Claims 1. 1 valid ID of the claimant; if Representative, Notarized Special Power of Attorney, valid ID of the principal and representative. (1 original and 1 photocopy)	Company being represented
For suppliers/creditors with money claim: 1. Authority to Collect from Proprietor or Manager 2. Valid ID of the Proprietor/ Manager 3. Company ID of the collector	
Total No. of Steps:	Three (3)
Total Processing Time:	Twelve (12) Minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents 1 valid ID and logs his information on the Client Logbook.	1.1 Cash Section staff requires client to present 1 valid ID and check its validity. 1.2 Cash Section staff assists client in logging in. 1.3 Cash Section staff endorses client to Check Releasing Officer.	None	4 minutes	<i>Cash Section Staff</i>
2. Client signs Warrant Register and Box E of the Disbursement Voucher	2.1 Check Releasing Officer assists client in affixing signature in Warrant Register and Box E of DV.	None	5 minutes	<i>Check Releasing Officer</i>

	2.2 Check Releasing Officer hand over the check to the claimant.			
3. Client fills up the Client Delight Survey form and drops the same to the designated box.	Check Releasing Officer to assist client in filling up the form and dropping to the designated box.	None	3 minutes	<i>Check Releasing Officer</i>
TOTAL			12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph

	Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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7. Pantawid Pamilyang Pilipino Program

The Pantawid Pamilyang Pilipino Program, commonly known as 4Ps, has recently been institutionalized under Republic Act No. 11310. This is one of the strategies of the national government, spearheaded by the Department of Social Welfare and Development (DSWD), to break the intergenerational cycle of poverty by investing in the health, nutrition, and education of identified poorest of the poor households with 0-18 years old children based on the assessment of the Listahanan program.

4Ps adapts the Conditional Cash Transfer (CCT) scheme wherein program beneficiaries are only able to receive their education and health grants upon compliance to set conditions including the 85% school attendance rate, regular visit to health facilities, and attendance to Family Development Sessions (FDS).

It currently serves around 279,106 household beneficiaries from all 7 cities and 136 municipalities in all the 6 provinces of Leyte, Southern Leyte, Biliran, (Western) Samar, Eastern Samar, and Northern Samar, of the Eastern Visayas Region.

7.1. Cash Replacement (Municipal Level)

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division	
Classification:	Complex-Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Any Registered Pantawid Pamilya beneficiary with Cash Card Mode of Payment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Damaged Card		
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area
2. Damaged Cash Card		
3. Photocopy of Pantawid ID		
4. 100.00 Replacement Fee		

Lost/ Stolen Cards				
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area		
2. Duly Notarized Affidavit of Loss				
3. Photocopy of Pantawid ID				
4. 100.00 Replacement Fee				
Perforated Cards				
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area		
2. Photocopy of Pantawid ID				
3. 100.00 Replacement Fee				
Update in Name				
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		MUNICIPAL OPERATIONS OFFICE Or Any Pantawid Staff in the Area		
2. LBP Forms (Enrollment Form and Claim Form)				
3. Photocopy of Pantawid ID				
4. 100.00 Replacement Fee				
Total No. of Steps:		Four (4)		
Total Processing Time:		5 working days and 10 minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to C/ML or C/MRB for cases of Lost/ Stolen/ Damaged/ Perforated/ Update in Name	1. Capture report by the beneficiary about damaged cash cards and immediately assist in filling out ACRUF. Capture report by the beneficiary about replacement of Lost/ Stolen/ Damaged/ Perforated/Update in Name cash cards and	100.00 Replacement Fee	Immediately (w/in the day reported)	<i>City/Municipal Link or City/Municipal Roving Bookkeeper or Community Facilitator</i>

	immediately assist in filling out ACRUF. Note: C/ML or C/MRB to request for immediate locking of Lost/Stolen Cash Cards			
	2. Record incident in the GRS Log book.	None	5 minutes	<i>City/Municipal Link or Community Facilitator</i>
	3. Review the submitted application for cash card replacement as to completeness of required documents and accurateness of filled up ACRUF. All required documents are communicated to beneficiaries for completion.	None	5 minutes	<i>City/Municipal Link or Community Facilitator</i>
	4. Prepare transmittal to POO for endorsement to RPMO.	None	5 working days	<i>City/Municipal Link or Community Facilitator</i>
TOTAL			Within 5 working days and 10 minutes	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.2. Cash Card Replacement (RPMO level)

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division	
Classification:	Complex Non-Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Not Applicable	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Damaged Card		
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)	Submitted from the POO (except for the Endorsement Letter)	
2. Damaged Cash Card		
3. Photocopy of Pantawid ID		
4. 100.00 Replacement Fee		
5. Endorsement Letter signed by Regional Director		
Perforated Cards		
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)	Submitted from the POO (except for the Endorsement Letter)	
2. Photocopy of Pantawid ID		
3. 100.00 Replacement Fee		
4. Endorsement Letter signed by Regional Director		
Update in Name		
1. Properly filled out ATM CARD QUEST/UPDATE FORM (ACRUF)	Submitted from the POO (except for the Endorsement Letter)	
2. LBP Forms (Enrollment Form and Claim Form)		
3. Photocopy of Pantawid ID		
4. 100.00 Replacement Fee		
5. Endorsement Letter signed by Regional Director		
Total No. of Steps:	Four (4)	
Total Processing Time:	Within 7 working days and 15 days with the servicing bank	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of cash card replacement request reviewed and endorsed by the POO to RPMO, the worker verifies the data on the ACRUF vis-a-vis the Pantawid Pamilya Information System and LBP List of Opened Accounts and prepares endorsement letter to LBP for Regional Director's signature.	None	3 working days	<i>Financial Analyst II / Project Development Officer I (RPMO) / Senior Bookkeeper</i>
	2. Record processed/rejected transaction incident in the Tracker.	None	1 working day	<i>Project Development Officer I (RPMO)</i>
	3. Track/ensure that the RD signed endorsement letter to LBP was sent.	None	3 working days	<i>Project Development Officer I</i>
	4. Follow-up with LBP Servicing Branch through a letter furnished the DSWD CO– UFMU, NPMO – GRD, and POO, inquiring the status of cash card replacement request 15 working days upon Endorsement to LBP.	None	After 15 working days upon receipt by LBP	<i>Project Development Officer I</i>
TOTAL			Within 7 days and 15 days with the servicing bank	

Note: First day of the timeline shall be counted upon receipt.

(Cut-off time is 12:00NN. Requests received after 12NN will be processed the following day)

7.3. Cash Card Replacement Request for Tagging of Locked Accounts for Lost and Stolen Cards

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division			
Classification:	Highly Technical Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Not Applicable			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lost/ Stolen Cards				
1. Properly filled out ATM CARD REQUEST/UPDATE FORM (ACRUF)		Submitted from the POO (except for the Endorsement Letter)		
2. Duly Notarized Affidavit of Loss				
3. Photocopy of Pantawid ID				
4. 100.00 Replacement Fee				
5. Endorsement Letter signed by Regional Director				
Total No. of Steps:	Six (6)			
Total Processing Time:	20 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Tagging of Stolen/Lost Card				
N/A	1. Upon receipt of request form from the POO, prepare a request letter for Regional Director's signature requesting to tag an EMV account as "Lock" at the LBP Servicing Branch or to DSWD CO FMS SP for GRS referred locking request.	None	1 working day	<i>Financial Analyst II – RPMO</i>
N/A	2. The signed request letter is transmitted to LBP Servicing branch	None	1 hour	<i>Financial Analyst II – RPMO</i>

	copy furnished the DSWD CO FMS SP – copy furnished GRS for GRS referred locking request.			
B. Request for replacement of Cash Card				
N/A	3. Upon receipt of cash card replacement request reviewed and endorsed by the POO to RPMO, the worker (FA2, PDO I) verifies the data on the ACRUF vis-à-vis the Pantawid Pamilya Information System and LBP List of Opened Accounts and prepares endorsement letter to LBP for Regional Director's signature.	None	1 working day	<i>Financial Analyst II – RPMO</i>
N/A	4. Send to LBP Servicing Branch the letter request copy furnished POOs and DSWD CO UFMU/ NPMO-GRD.	None	1 working day	<i>Financial Analyst II - RPMO</i>
N/A	5. Facilitate follow-up letter to LBP Servicing Branch copy furnished DSWD CO – UFMU, NPMO – GRD, and POO inquiring the status of cash card replacement request 15 working days upon submission.	None	15 working days	<i>Financial Analyst II – RPMO</i>
N/A	6. Send of copy of transmittal report to	None	1 working day	<i>Financial Analyst II –</i>

	POOs. Any update on the status of cash card replacement application is transmitted to POO.			RPMO
TOTAL			20 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.4. Request for Unlocking of EMV Cash Card Accounts Tagged as “Lock”

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division			
Classification:	Simple Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Not Applicable			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Accounts		Endorsed from the RPMO		
Total No. of Steps:	Two (2)			
Total Processing Time:	5 working days and 10 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report to C/ML or C/MRB regarding the retrieval of the cash card.	<p>11. Capture report by the Beneficiary about retrieval of cash cards and immediately assist in filling out request form.</p> <p>Action officer will assess the applicability of the request and provides feedback to client immediately.</p> <p><i>Note: If applicable, C/ML or C/MRB to request for</i></p>	None	Immediately (w/in the day reported)	s

	<i>immediate unlocking of retrieved Cash Cards accounts</i>			
	2. Record incident in the GRS Log book.	None	5 minutes	<i>City/Municipal Link or Community Facilitator</i>
List of Requirements - Request Form - ML Validation Report for GRS related cases with recommendation for unlocking	3. Review the submitted application for unlocking of cash card as to completeness of required documents. All required documents are communicated to beneficiaries for completion.	None	5 minutes	<i>City/Municipal Link or Community Facilitator</i>
List of Requirements for GRS Referred cases 1. GRS Validation report with recommendation for unlocking of cash card (CGO/PGO)	4. Prepare transmittal to POO for endorsement to RPMO.	None	5 working days	<i>City/Municipal Link or Community Facilitator</i>
TOTAL			Within 5 working days and 10 minutes	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.5. Replacement of Lost/Stolen Cash Card-MRB

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division
Classification:	Under Exemption Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Not Applicable			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inventory of Requested Cash cards for replacement.			MOO	
Total No. of Steps:		Four (4)		
Total Processing Time:		As per schedule by LBP Servicing Branch		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Inquire from LBP Servicing Branch the availability of cash card.	None	1 working day	<i>Municipal Roving Bookkeeper</i>
N/A	2. Once cash card is available, inform the concerned beneficiary of the schedule of release of cash card from the LBP Servicing Branch	None	1 working day	<i>Municipal Roving Bookkeeper</i>
N/A	3. Assist the beneficiary in claiming the cash card at LBP Servicing Branch.	None	As per schedule by LBP Servicing Branch	<i>Municipal Roving Bookkeeper</i>
N/A	4. Facilitate request for matching of new EMV card account and transfer of funds from old account to new account (if any).	None	1 working day	<i>Municipal Roving Bookkeeper</i>
TOTAL			Cannot be ascertain the servicing bank determines the schedule	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.6. Family Development Session (FDS) Compliance Monitoring- Submission of CVF4

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management
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	Division			
Classification:	Highly Technical Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Not Applicable			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Compliance Verification (CV) Form 1 and Form 4			SWA	
Total No. of Steps:	Six (6)			
Total Processing Time:	10 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of the CVF 1 and 4 from the SWA, the workers to account the number of forms received vis a vis log sheet/transmittal and check any data inconsistencies.	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>
N/A	2. Refer to the attendance record/ sheet of the beneficiaries for Family Development Session to accomplish the CVF-4.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
N/A	3. Accomplish CVF-4 based on the attendance record of the beneficiaries in FDS as kept by the worker.	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>
N/A	4. Report to cluster focal any findings in the data (i.e.: duplicates, incomplete data, etc.)	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
N/A	5. Cluster CV focal/RCVO is expected to provide	None	1 working day	<i>City/Municipal Link or Community</i>

	feedback to the concerned ML regarding the findings indicated in the feedback report)			<i>Facilitator</i>
N/A	6. Ensure that the accomplished CVF-4 is submitted to the Field Office for encoding within the prescribed timeline.	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>
TOTAL			10 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.7. Compliance Monitoring-Collection of CV Forms

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division			
Classification:	Highly Technical Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Compliance Verification (CV) Forms		Provincial Operations Office		
Total No. of Steps:	Five (5)			
Total Processing Time:	8 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Upon receipt of CV forms, the worker will review the accomplished CV F2/F3 as to completeness and accuracy after the distribution and retrieval of CV forms.	N/A	2 working days	<i>SWA/ City/ Municipal Link or Community Facilitator</i>
N/A	2. Account the number of retrieved CV forms that were turned over.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>

N/A	3. Check the remarks indicated by the partners such as; drop-out, not enrolled and transfer to other facilities and make the appropriate/proper action/s.	None	2 working days	<i>City/Municipal Link or Community Facilitator</i>
N/A	4. Ensure complete signatures in the forms/documents of the duly filled up Change Grantee Request Form. Ensure complete signatures in the forms.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
	Note: Return to SWA the forms with incomplete signatures, inappropriate tagging/remarks for further validation of our partners.	None	1 working day	<i>City/Municipal Link or Community Facilitator</i>
N/A	5. Prepare transmittal of the received forms before submission to CCVOs.	None	5 hours	
TOTAL			Within 8 working days	

Note: First day of timeline shall be counted upon receipt.

7.8. Pre-encoding of Compliance Verification Forms

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division
Classification:	Complex Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Compliance Verification (CV) Forms		C/RCVO		
2. Logsheets				
Total No. of Steps:	Six (6)			
Total Processing Time:	6 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Cluster CV Focal reviews the transmitted CV forms as to completeness and accuracy upon receipt of log sheets/transmittals and list of non-compliance per facility.	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	2. The worker will conduct assessment activity in the City/Municipality to POO to ensure the completeness, correctness and veracity of forms prior to distribution to the encoders. <i>Note: In case of force majeure, ensure that no forms should be submitted for encoding.</i>	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	3. Worker assigns encoder per municipality/city per facility.	None	1 working day	Cluster/ Regional Compliance Verification Officer
N/A	4. Worker randomly review the encoded CV forms vs systems per facility per city/municipality and check accuracy.	None	1 working day	Cluster/ Regional Compliance Verification Officer

N/A	5. Prepare an official exit report accounting the encoded CV Forms.		1 working day	Cluster/Regional Compliance Verification Officer
N/A	6. Worker (RCVO) ensures proper filing and labeling of encoded forms.		1 working day	Cluster/Regional Compliance Verification Officer
TOTAL			6 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.9. Pre-encoding of Update Forms-Encoder

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division			
Classification:	Under Exemption Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Update Forms		Not Applicable		
Total No. of Steps:	Five (5)			
Total Processing Time:	NPMO Encoding Timeline			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1.Acknowledge the transmittal after review of the numbers of form per facility/ies (type of update requests) submitted versus the actual number of accomplished forms in the transmittal	None	30 Minutes	Encoder
N/A	2.Tag facility name (Log/record update requests) on hand in the online monitoring sheet provided by RCVO (RITO/CMT)	None	1 hour	Encoder

N/A	3. Encode all forms (100%) received at least 5 days prior to the approval period at the level of RCVO (RITO/CMT)	None	Upon timeline set by RPMO	Encoder
N/A	4. Submit daily accomplishment report to RCVO (RITO/CMT)	None	DAILY before 05:00 PM	Encoder
N/A	5. Review of Not-encoded forms with remarks for endorsement to BDMO; and review as to correctness of data encoded prior to recommendation and approval	None	1 day	RCVO (RITO/CMT/ RMQAD)
TOTAL			Cannot ascertain since the timeline is based on NPMO processing time	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.10. Change Address-Inter-Municipality

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division	
Classification:	Highly Technical Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Registered Pantawid Pamilya Beneficiary	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area
2. Residency/ Brgy. Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay
3. Case Assessment Report		City/ Municipal Link
4. Photocopy of CC (if any) & PP ID		Household Grantee
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head

6. Health Certificate for 0-5 years old		Health Center		
<i>Note: Applicable when the whole HH moves to a new address, not for a single HH member.</i>				
Total No. of Steps:	Seven (7)			
Total Processing Time:	15 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MOO (Old and New Address)				
Client to coordinate to SWA or C/ML for the application of inter-regional change of address	1. Guide beneficiaries on the requirements needed for updating upon receipt of application for change of address application. <i>SWA or C/ML to provide checklist of requirements to the requesting client</i>	None	5 minutes	SWA or C/ML
Client to submit to SWA or C/ML the accomplished form 5 (<i>update request</i>) for inter-regional change of address with complete supporting documents	2. Check the accomplished BUS form 5 and other submitted requirements as to completeness and correctness. <i>SWA or C/ML will give the Client a beneficiary's copy (acknowledgement receipt) of inter-regional change of address application (update request)</i>	None	5 minutes	SWA or C/ML
Client to undergo HH validation/ case	3. Validate and assess the eligibility of the household to wit;	None	7 working days	C/ML or CF

assessment to be conducted by the City/ Municipal Link <i>Note to Client: The approval date of update request is dependent on the NPMO's final approval schedule per period. Please ask for the tentative schedule of the approval to SWA or City/ Municipal Link.</i>	(1) HH is a certified registered beneficiary of the program, (2) HH still has eligible member/s, (3) has no pending grievance complaint concerning eligibility of all program areas, (4) has not yet graduated from the program and prepare Case Assessment Report (CAR)			
	4. Submit complete documents to cluster office/POO	None	1 working Day	SWA or C/ML
	PROCESS EMANATING FROM THE NEW REGION OF RESIDENCE			
	5. Review completeness of documents	None	1 working Day	CBDO
	6. Review of CAR	None	1 working Day	SWO III
7. POO endorses the request for Change address to RPMO. (Encoding is being done at the POO Level thru the CBDOS)		2 working days (e-copy)	Provincial Link	
		5 working days (hard copy)		
TOTAL		15 working days		

Note: First day of timeline shall be counted upon receipt.

7.11. Change Address-Inter-Province

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division
Classification:	Highly Technical Non-Frontline Services
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Registered Pantawid Pamilya Beneficiary

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area		
2. Residency/ Brgy. Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay		
3. Case Assessment Report		City/ Municipal Link		
4. Photocopy of CC (if any) & PP ID		Household Grantee		
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head		
6. Health Certificate for 0-5 years old		Health Center		
<i>Note: Applicable when the whole HH moves to a new address, not for a single HH member.</i>				
Total No. of Steps:	Not Applicable			
Total Processing Time:	13 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable. Based on the Service Standards form, all procedures/ processes emanate at the Provincial and RPMO Level. This is a continued (<i>next</i>) process of inter-municipality change of address.	1. Review and certify eligible members of the Program based on the criteria: (1) Active households, (2) with eligible members for monitoring, (3) no pending case, (4) no duplicate. With complete requirements (1) approved CAR, (2) barangay certificate and (3) certificate from Municipal Link	None	4 working days upon receipt of documents	CBDO
	2. Prepare endorsement signed by Provincial Link		1 working day	CBDO
	3. Encoding of new address		1 working day	RBDO
	4. Review of		3 working	RBDO

encoded update transactions		days	
5. Facilitate recommendation for RD's approval		1 working day	RBDO
6. Review update summary generated by the RITO.		1 working day	RBDO
7. Provide feedback to the Provincial Operations Office regarding the status of request for TOR as well as the beneficiary.		1 working day	RBDO
TOTAL		13 working days	

Note: First day of timeline shall be counted upon receipt.

*The Provincial Link shall review the transmittal and endorse to RPMO.

7.12. Change Address-Inter Region

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division	
Classification:	Under Exemption Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Registered Pantawid Pamilya Beneficiary	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished BUS Form 5		Any Pantawid Staff in the Area
2. Residency/ Barangay Certificate from OLD/NEW Address where the request was emanated		Office of the Punong Barangay
3. Case Assessment Report		City/ Municipal Link
4. Photocopy of CC (if any) & PP ID		Household Grantee
5. School Enrollment Certificate of Monitored Children for 3-18 years old		School Adviser/ Head
6. Health Certificate for 0-5 years old		Health Center
<i>Note: Applicable when the whole HH moves to a new address, not for a single HH member.</i>		
Total No. of Steps:	Three (3)	
Total Processing Time:	36 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MOO (Old and New Address)				
Client to coordinate to SWA or C/ML for the application of inter-regional change of address	1. Guide beneficiaries on the requirements needed for updating upon receipt of the change of address application. <i>SWA or C/ML to provide checklist of requirements to the requesting client</i>	None	5 minutes	SWA or C/ML
Client to submit to SWA or C/ML the accomplished form 5 (update request) for inter-regional change of address with complete supporting documents	2. Check the accomplished BUS form 5 and other submitted requirements as to completeness and correctness. <i>SWA or C/ML will give the Client a beneficiary's copy (acknowledgement receipt) of inter-regional change of address application (update request)</i>	None	5 minutes	C/ML or SWA
Client to undergo HH validation/ case assessment to be conducted by the City/ Municipal Link <i>Note to Client: The approval date of update request is dependent on the NPMO's final approval schedule per</i>	3. Validate and assess the eligibility of the household to wit; (1) HH is a certified registered beneficiary of the program, (2) HH still has eligible member/s, (3) has no pending grievance complaint concerning eligibility of all program areas (4) has not yet graduated from the program and prepare Case	None	7 working days	C/ML or CF

<i>period. Please ask for the tentative schedule of the approval to SWA or City/ Municipal Link.</i>	Assessment Report (CAR)			
	4. Submit complete documents to cluster office/POO together with the accomplished BUS Form 5.	None	1 working day	<i>SWA or C/ML</i>
	PROCESS EMANATING FROM THE NEW REGION OF RESIDENCE			
	5. Endorse the encoded and reviewed documents to RPMO (old address)	None	2 working days (e-copy)	<i>RBDO</i>
			5 working days (hard copy)	
	6. RPMO of the old address endorse the reviewed documents to POO (old address)	None	2 working days (e-copy)	<i>RBDO</i>
			5 working days (hard copy)	
	7. POO (Old address) endorse documents to C/ML (old address) for information and concurrence.	None	2 working days (e-copy)	<i>CBDO</i>
			5 working days (hard copy)	
	8. If the Case Assessment Report (CAR) is concurred or not, transmit documents to POO of old address.	None	2 working days (e-copy)	<i>C/ML</i>
			5 working days (hard copy)	
POO (OLD REGION)				
9. If there is ineligibility complaint, POO of the old address endorses documents to RPMO thru the RBDMO and RGO of the old address; and follow grievance procedures.	None	2 working days (e-copy)	<i>CBDO</i>	
		5 working days (hard copy)		
10. Once concurred, encode the new address of the HH for RD's approval	None	1 working day	<i>RBDO</i>	
11. Upon RD approval, inform the	None	2 working days	<i>RBDO</i>	

	receiving RPMO of the status of the request and furnish a copy of the documents and the concurred CAR to the receiving region for Reference.			
TOTAL			36 working days	

Note: First day of timeline shall be counted upon receipt.

7.13. Change Grantee-CBDO

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division		
Classification:	Highly Technical Non-Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Registered Pantawid Pamilya Beneficiary		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Accomplished BUS Form 5	Endorsed from the POO		
2. LBP Form of New Grantee			
3. Certificate of Guardianship (for Minor Grantee)			
4. Death Certificate (if deceased)			
5. C/ML Certification stating the reason for Long Absence			
6. Medical Certificate for health reasons			
7. Senior Citizen ID/ OSCA or MSWDO Certification if due to Old Age			
8. Birth/ Marriage Certificate if with correction of Basic Information			
9. Case Assessment Report if Minor Grantee and Social Case Study Report for Special/GBV Cases			
For minor 6 year old and below:			
1. Accomplished BUS Form 5			
2. LBP Form for Minor Grantee			
3. LBP Form for Proposed Guardian			
4. Certificate of Guardianship			
5. Social Case Study Report/Case Summary Report			
6. Birth Certificate or Marriage Contract of <i>Proposed Guardian</i>			
7. Death Certificate (<i>for Deceased HH Member</i>)			

Note: If there are no relatives in the area, no relatives who are willing to be the guardian or the relatives are already PP beneficiaries, Foster Parents accredited or licensed by DSWD may be allowed to be the grantee. Otherwise, the C/MSWDO will act as the guardian to a maximum of 5 households with letter of intent showing willingness to be the minor's guardian.

Total No. of Steps:	Three (3)			
Total Processing Time:	12 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NA This is a continued (<i>next</i>) process of ML's submitted request for change of grantee.	1. Review the received request for change grantee prior to encoding, if not encoded at the MOO Level.	None	1 working day	<i>Cluster Beneficiary Data Management Officer</i>
	2. Endorse the change grantee request to RITO/proper office for encoding of the request.	None	5 working days	
	3. Provide feedback to C/MLs or CFs.	None	6 working days	
NA This is a continued (<i>next</i>) process of ML's submitted request for change of grantee.	1. Review the received request for change grantee prior to encoding, if not encoded at the MOO Level.	None	1 working day	<i>Cluster Beneficiary Data Management Officer</i>
TOTAL			12 working days	

Note: First day of timeline shall be counted upon receipt.

7.14. Change Grantee-Municipal Link

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division	
Classification:	Highly Technical Frontline Services	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Registered Pantawid Pamilya Beneficiary	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished BUS Form 5	1. Any Pantawid Staff in the Area	
2. LBP Form of New Grantee	2. City/ Municipal Link	
3. Certificate of Guardianship (for Minor Grantee)	3. City/ Municipal Link and Guardian	
4. Death Certificate (if deceased)	4. Local Civil Registrar	
5. C/ML Certification stating the reason for Long Absence	5. City/ Municipal Link	
6. Medical Certificate for health reasons	6. Office of the C/MSWDO	
7. Senior Citizen ID/ OSCA or MSWDO Certification if due to Old Age	7. Local Civil Registrar/ PSA	
8. Birth/ Marriage Certificate if with correction of Basic Information		
9. Case Assessment Report if Minor Grantee and Social Case Study Report for Special/GBV Cases	9. City/ Municipal Link	
For minor 6 year old and below:		
1. Accomplished BUS Form 5	1. Any Pantawid Staff in the Area	
2. LBP Form for Minor Grantee	2. City/ Municipal Link	
3. LBP Form for Proposed Guardian	3. City/ Municipal Link	
4. Certificate of Guardianship	4. City/ Municipal Link and Guardian	
5. Social Case Study Report/Case Summary Report	5. City/ Municipal Link	
6. Birth Certificate or Marriage Contract of Proposed Guardian	6. Local Civil Registrar/ PSA	
7. Death Certificate (for Deceased HH Member)	7. Local Civil Registrar	
<p><i>Note: If there are no relatives in the area, no relatives who are willing to be the guardian or the relatives are already PP beneficiaries, Foster Parents accredited or licensed by DSWD may be allowed to be the grantee. Otherwise, the C/MSWDO will act as the guardian to a maximum of 5 households with letter of intent showing willingness to be the minor's guardian.</i></p>		

Total No. of Steps:	Six (6)			
Total Processing Time:	13 Days (<i>Note: Approval of update request is dependent to NPMO's final approval schedule</i>)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to report to the C/ML the need for filing of change of grantee	1. Receive report on changes/assess the need for change grantee	None	10 minutes	<i>City/Municipal Link or Community Facilitator</i>
Client to disclose the name of proposed/ identified new grantee	2. Identify the potential new grantee based in the household roster.	None	5 minutes	<i>City/ Municipal Link</i>
Client to submit to C/ML the accomplished form 5 (<i>update request</i>) for change of grantee with complete supporting documents	3. Receive household's accomplished change grantee request due to one of the following reasons:	None	6 working Days	
	3.a. Death		1 working day or 5 working days for GIDA Area	
	3.b. Long Absence			
	3.c. Old age or Poor Health; limitations due to impairment			
	3.d. Gender related issues			
	3.e. Grievance Redress Systems related issues			
*In case of minor grantee, ML/SWA to assess eligibility of the recommended guardian.				
Client to secure a beneficiary's copy (acknowledgement receipt) of request for change of grantee	4. Acknowledge the correct and complete supporting documents of the duly filled up Change Grantee	None	5 minutes	

	Request Form			
	5. Submit the documents to CBDO		1 working Day	
	6. Provide feedback to household regarding the status of application.		5 working days	
TOTAL			13 working days	

Note: First day of timeline shall be counted upon receipt.

7.15. Grievance Redress System – General Guidelines on the Complaint Resolution Process

Office or Division:	Pantawid Pamilyang Pilipino Program Pantawid Pamilyang Pilipino Program Management Division		
Classification:	Simple Frontline Services		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Registered Pantawid Pamilya beneficiaries Non-Pantawid Clients Partners/Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Grievance Form		Any Pantawid Pamilya Staff in the Area Municipal Operations Office	
2. Request and Inquiry Form			
3. Pantawid Pamilya ID			
Total No. of Steps:	Eight (8)		
Total Processing Time:	1 Hour		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client logbook in the office	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 minutes	<i>Officer on duty</i>
Get a grievance form Or logbook	2. Give the grievance form/request and inquiry form	None	1 Minute	<i>Officer on duty</i>
Accomplish the grievance Form	3. Ensure that grievance form/request and inquiry form is complete and properly filled out	None	2 minutes	<i>Officer on duty</i>

Provide additional and complete details of the complaint.	4.1 Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System 4.2 Interview the client and write down other pertinent details in the grievance form	None	30 minutes	<i>Officer on duty</i>
None	5.1 Explain to the client the process of resolving complaints and the possible sanctions that will be given if the complaint has merit. 5.2 Inform the client that he/she will be contacted thru the mobile number provided by the assigned grievance officer once a resolution has been made.	None	10 minutes	<i>Officer on duty</i>
Secure the acknowledgment/follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	6.1 Detach the acknowledgement/follow up slip from grievance form and give it to the client.	None	2 minutes	<i>Officer on duty</i>
	7. Distribute the grievance form to technical officer for drafting of endorsement letter to Provincial Operations concerned.	None	10 minutes	<i>ICTA</i>
None	8. Endorse the accomplished grievance form to the concerned Provincial Office for recording and action	None	2 minutes	<i>Regional Grievance Officer</i>

TOTAL	Within 1 hour
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

8. Kalahi CIDSS-NCDDP Program

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

8.1. Processing of Request for Fund Release for Sub-Projects of Prioritized Barangays

Office or Division:	Kalahi CIDSS-NCDDP Finance Unit Promotive Services Division			
Classification:	Complex Non-frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Barangay Sub Project Management Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RFR Requirements		Barangay Level and Area Coordinating Team Office		
Total No. of Steps:	25 steps			
Total Processing Time:	Within 10 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Fund Release	1.1 Receives and encodes the Request for Fund Release (RFR) to RFR Tracker	None	5 minutes	<i>Municipal Financial Analyst</i>
	1.2 Review the RFR by the Community Empowerment Facilitator and endorse after to the Technical Facilitator		1 day	<i>Community Empowerment Facilitator assigned at the Brgy.</i>
	1.3 Review the RFR by the Technical Facilitator and endorse after to the Municipal Financial Analyst		1 day	<i>Technical Facilitator</i>
	1.4 Review the RFR by the Municipal Financial Analyst and endorse after to the Area Coordinator		1 day	<i>Municipal Financial Analyst</i>

1.5 Review the RFR by the Area Coordinator and endorse after to the Administrative Assistant II		1 day	<i>Area Coordinator</i>
1.6 Review the completeness of RFR and encode to the RFR Tracker the comments of the reviewee.		10 minutes	<i>Municipal Financial Analyst</i>
1.7 Prepare transmittal documents and forward the RFR to RPMO.		1 day	<i>Municipal Financial Analyst</i>
1.8 Receives and encodes the RFR to RPMO RFR Tracker and endorse to SDU for review.		25 minutes	<i>Administrative Assistant II</i>
1.9 Review the RFR at the Social Development Unit, facilitate the signing of PDO IV and endorse after to the Engineering Unit.		1 day	<i>Community Development Officer III</i>
1.10 Review the RFR at the Engineering Unit, facilitate the signing of PDO IV and endorse after to the Finance Unit.		1 day	<i>Regional Infrastructure Officer III</i>
1.11 Review the RFR at the Finance Unit, facilitate the signing of SAO and endorse after to Finance Analyst 1.		1 day	<i>Financial Analyst III</i>
1.12 Update the RFR Tracker and forward after to Regional Program Coordinator for signature.		20 minutes	<i>Administrative Assistant II</i>
1.13 Sign the RFR.		30 minutes	<i>Regional Program Coordinator</i>

	1.14 Forward the RFR to Regional Director/ ARDO for approval.		30 minutes	<i>Administrative Assistant II</i>
	1.15 Sign the RFR.		**Depends on the processing time of the responsible staff	<i>Regional Director/ARDO</i>
	1.16 Prepare OBR, assigned control no. and obligate the amount of RFR.		30 minutes	<i>Mainstreamed KC Budget Assistant</i>
	1.17 Sign OBR		**Depends on the processing time of the responsible staff	<i>Budget Officer</i>
	1.18 Reviews RFR and its supporting documents, prepare DV and affixes initials on Box A		1 day	<i>Mainstreamed KC Accounting Staff</i>
	1.19 Review the RFR and sign the Box A.		**Depends on the processing time of the responsible staff	<i>Regional Accountant</i>
	1.20 Review the RFR and sign the Box B		**Depends on the processing time of the responsible staff	<i>Regional Director/ARDO/ARDA</i>
	1.21 Prepared ADA of Barangay Transfer of Fund and facilitate signing of ADA.	None	4 hours	<i>Mainstreamed KC Cash Clerk</i>
	1.22 Sign ADA		**Depends on the processing time of the responsible staff	<i>Head Cashier/Regional Director/ ARDO/ ARDA</i>
2. BSPMC receives the grant transferred to their bank	1.23 Proceed to the Bank.		30 minutes	<i>Cash clerk</i>
	1.24 Provide Barangay Transfer of Fund (BTF) to FA1		30 minutes	<i>Mainstreamed KC Cash Clerk</i>

account	1.24 Provide Notice of Fund Transfer to BSPMC.		30 minutes	<i>Administrative Assistant II</i>
TOTAL			Within 10 working days	

8.2. Grievance Redress System

The Grievance Redress System (GRS) is a feature of KC-NCDDP to promote social accountability. It allows the Project to be fully responsive to its beneficiary communities. This mechanism was designed to attend to complaints, problems and issues that arise out from project implementation. These issues may include misuse of funds and allegations of corruption; inappropriate intervention by outside parties (in making decisions, determining allocations, in procurement etc.) and violation of project policies, principles or procedures. It will also respond to simple requests for information to clear up misunderstanding.

The system upholds the principle of transparency and accountability and demonstrates the commitment of the project to provide opportunities for the empowerment of communities.

Office or Division:	Kalahi-CIDSS Program Promotive Services Division			
Classification:	Frontline			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Total No. of Steps:		Four (4)		
Total Processing Time:		Type A – Query (5days) Type B – Compliance with KC processes, MOA and other KC implementation arrangements (30 days) Type C – Conformance with KC Procurement and Finance Guidelines (60 days)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Grievance Filing	Grievance Intake	None	1 day	<i>M&E Monitor</i>
	Verification and Action	None	Type A – 3 days Type B – 28 days Type C – 58 days	<i>Inter-Unit Fact finding Team</i>
	Feedback	None	1/2 day	<i>M&E Monitor</i>
	Follow-up	n/a	1/2 day	<i>M&E Monitor/ Inter-Unit Fact</i>

			<i>finding Team</i>
TOTAL			Type A – 5 days Type B – 30 days Type C – 60 days

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

9. Sustainable Livelihood Program

The Sustainable Livelihood Program aims to promote a deeper sense of the poor's own development through bottom-up approach and participatory strategies. The participants are actively engaged and involved throughout the whole process. They identify their preferred livelihood activities and are involved in the preparation of their own proposals. SLP endeavors to increase the level of participation among program participants and harness a deeper sense of ownership of their DEVELOPMENT.

The program builds on the strengths, skills, and knowledge of participants, guiding them on how they can use these to achieve positive livelihood outcomes.

9.1. Walk-in Clients

Office or Division:	Sustainable Livelihood Program Promotive Services Division			
Classification:	Under Exemption Front-line Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up SLP Profile Forms.		None		
Total No. of Steps:	Twelve (12)			
Total Processing Time:	Within 45 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Clients	1.1 Brief Orientation on SLP Processes and address queries	None	10 minutes	<i>Grievance and Referral Focal</i>
	1.2 Fill-out SLP Profile and Data Privacy Form		5 Minutes	<i>Client</i>
	1.3 Data Encoding of client's profile		3 minutes	<i>Grievance and Referral Focal</i>
	1.4 Cross-matching with Pantawid eligibility		1 – 3 days	<i>Pantawid RPMO Data Focal</i>
	1.4.1 (If Pantawid) Prepare endorsement to the Provincial Cluster for validation and administration of Livelihood Assessment Form		5 minutes	<i>Grievance and Referral Focal</i>
	1.4.2 (If Non-		1 – 5 days	NHTU/

Pantawid) Cross-matching with NHTU Database		Listahanan
1.4.2.1 (If Non-Listahanan) Administration of Household Assessment Form or SLP Means Test	1 – 5 days	Listahanan-HAF; Field PDO-SLP Means Test
1.5 Validation and Administration of Livelihood Assessment Form and SLP Orientation	1 – 3 days	Field PDO
1.6 Conduct of Capability Building Activity and Project Identification	2 – 3 days	Field PDO
1.7 Project Proposal Preparation	1 – 3 days	Field PDO
1.8 Project Proposal Review, Approval and Funding	5 – 12 days	RPMO
1.9 Grant Release	1 day	Cash Section
TOTAL		Within 45 working days

9.2. Referral

Office or Division:	Sustainable Livelihood Program Promotive Services Division			
Classification:	Under Exemption Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up SLP Referral Grievance Forms.		None		
Total No. of Steps:	Twelve (12)			
Total Processing Time:	Within 45 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Referral from OBSUs, NGAs,	1.1 Classification of Request	None	3 minutes	RPC
	1.2 Endorsement to		1 minute	Incoming/

NGOs, CSOs and other institutions	Referral Focal		<i>Outgoing AA</i>
	1.3 Data Encoding of client's profile	3 minutes	<i>Grievance and Referral Focal</i>
	1.4 Cross-matching with Pantawid eligibility	1 - 3 days	<i>Pantawid RPMO Data Focal</i>
	1.4.1 (If Pantawid) Prepare endorsement to the Provincial Cluster for validation and administration of Livelihood Assessment Form	5 minutes	<i>Grievance and Referral Focal</i>
	1.4.2 (If Non-Pantawid) Cross-matching with NHTU Database	1 – 5 days	NHTU/ Listahanan
	1.4.2.1 (If Non-Listahanan) Administration of Household Assessment Form or SLP Means Test	1 – 5 days	<i>Listahanan-HAF; Field PDO-SLP Means Test</i>
	1.5 Validation and Administration of Livelihood Assessment Form and SLP Orientation	1 – 3 days	<i>Field PDO</i>
	1.6 Conduct of Capability Building Activity and Project Identification	2 – 3 days	<i>Field PDO</i>
	1.7 Project Proposal Preparation	1 – 3 days	<i>Field PDO</i>
	1.8 Project Proposal Review, Approval and Funding	5 – 12days	RPMO
1.9 Grant Release	1 day	Cash Section	
TOTAL		Within 45 working days	

9.3. Grievance Redress System

Office or Division:	Sustainable Livelihood Program Promotive Services Division			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up SLP Referral Grievance Forms.		None		
Complaint Letter				
Total No. of Steps:	Thirteen (13)			
Total Processing Time:	Within 15 working days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Client	1.1 Initial interview of the complainant	None	10 minutes	<i>GRS Focal</i>
	1.2 Fill-out of Grievance Form		10 minutes	<i>GRS Focal</i>
	1.3 Data encoding of client's profile		5 minutes	<i>GRS Focal</i>
	1.4 Validating information to concerned Province		1 day	<i>GRS Focal/ Fact-Finding Committee</i>
	1.5 Provide update or feedback to the complainant		1 day	<i>GRS Focal</i>
Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1 Endorsement of grievance to GRS Focal	None	5 minutes	<i>RPC</i>
	1.2 Provide initial feedback to the concerned complainant		1 day	<i>GRS Focal</i>
	1.3 Verify the complaint to the concerned staff/provincial office		2 days	<i>GRS Focal/ Fact-Finding Committee</i>
	1.4 Provide final feedback to the concerned complainant		2 days	<i>GRS Focal</i>
Grievances received through Email, social	1.1 Endorsement of grievance to GRS Focal	None	5 minutes	<i>RPC</i>

media, phone calls and SMS	1.2 Provide initial feedback to the concerned complainant		1 day	<i>GRS Focal</i>
	1.3 Verify the complaint to the concerned staff/provincial office		2 days	<i>GRS Focal/ Fact-Finding Committee</i>
	1.4 Provide final feedback to the concerned complainant		2 days	<i>GRS Focal</i>
TOTAL			Within 15 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888

	pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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10. Resource Person on Social Marketing

Attend to media to facilitate interviews or to act as spokesperson, or serve as link between clients (who are referrals from media or complaint is taken from social media) to appropriate section/division/program. Provide initial information/give media collaterals, if any. Also extend help to clients referred by media.

Office or Division:	Social Marketing Section Office of the Regional Director			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	Transaction is facilitative or assistive in nature by linking with appropriate person or office re: concerns of media/clients.			
Who may avail:	Government & Private Media Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - I.D. of Media Representative or phone call to inform SMU of purpose of interview/details needed or referral letter from media introducing the client and indicating complaint/grievance of client and what help is needed. - Request for interview should be at least three days prior to the actual date of interview. (For guesting on radio/TV/FB live, the request should be made a week before. 			From requesting party	
Total No. of Steps:	Three (3)			
Total Processing Time:	Within 2 hours and 15 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DSWD or call R.I.O./S.M.O. (for media interviews)	1.1. Know the data needed; provide preliminary information if available/give media collaterals.	None	15 minutes	<i>Regional Information Officer (RIO) or Social Marketing Officer (SMO)</i>

	1.2. Bridge media to concerned personnel. Note: Processing time may vary depending on the availability of the interview. However, there are cases that processing time is shorten that can be completed within 15 minutes (if the speaker is the DSWD Regional Information Officer/Social Marketing Officer)	None	1 hour maximum	<i>R.I.O./S.M.O.</i>
2. Bring informal letter from media or let media call SMU – for MEDIA REFERRALS	2.1. Ask preliminary information from client or media (if phone call)	None	15 minutes	<i>R.I.O.; S.M.O.</i>
3. Write query or comment at DSWD Field Office 08 page.	3.1. Ask initial information or clarification about the issue.	None	15 minutes	<i>SMU Staff</i>
	3.2. Seek answers from concerned section/personnel	None	30 minutes	<i>SMU Staff</i>
TOTAL			Within 2 hours and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution

How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

11. Social Technology Section

11.1. Pilot Testing of New Social Technology

The newly developed social technology by Social Technology Bureau is being piloted in a maximum 3 regional offices having the prevalence of sectoral issues being responded by the Local Government Unit.

Office or Division:	Social Technology Section Office of the Regional Director	
Classification:	Under Exemption Non-Frontline Service	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Not Applicable		Not Applicable
Total No. of Steps:	Four (4)	
Total Processing Time:	Two (2) Years	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Social Technology Bureau will communicate to the regional office for notification of pilot testing newly developed social technology	1.1. Receive and record the communication and forward the document to Regional Director	None	30 minutes	Records Section
	1.2. Route the document with instruction from office of the Regional Director to Social Technology Unit with		30 minutes	<i>Admin. Staff of ORD and STU</i>
	1.3. STU Head take action on the instruction of Regional Director and discuss with RD the necessary preparations for the pilot testing		With-in 2 days from receipt of the communication	<i>STU Head and Regional Director</i>
	1.4. Screening of Pilot LGU based on criteria set by STB		7-10 days	<i>STU Head</i>
	1.5. Communicate to potential pilot LGU regarding the new social technology		30 minutes	<i>STU Head</i>
	1.6. Conduct of initial orientation of social technology to be piloted to key person in the LGU (Mayo, V-Mayor, SB Members, Head of Offices)		1 day	<i>STU Head</i>
2.) Expression of interest of the potential pilot LGU	2.1. Secure the issuance of SB Resolution authorizing the LCE to enter MOA with DSWD Field Office for the pilot implementation of particular social technology.	None	2 weeks to 1 month	<i>MSWDO, STU Head,</i>
	2.2. Preparation for MOA Signing		3 weeks	<i>STU Head, STU admin., MSWDO</i>

	2.3. Launching and MOA Signing for pilot implementation		4 hours	DSWD FO VIII – STU and SMS, LGU
3.) LGU implements the pilot test of social technology	3.1. Conduct coordination meetings, establish partnership with stakeholders, provide services , conduct trainings, provide technical assistance and monitoring	None	24 months	LGU, DSWD STU and STB and other stakeholder
	3.2. Post evaluation of the pilot testing - Conduct Program review - Conduct on site program evaluation including video documentatio n - Conduct Exit Conference		3 days	
			3 days	
	3.3. Formulation of final program design and implementation guidelines		2 months	
4.) Issuance of SB Resolution for the adoption of completed Social Technology	4.4. Conduct MOA signing for the adoption of completed Social Technology	None		
TOTAL			Completion of the project is within 2 years	

11.2. Promotion and Social Marketing of Completed Social Technology

The completed social technology will be popularize, marketed/ promoted to LGUs and other stakeholder for replication of a particular completed social technology and to improve the delivery of services of the LGU.

Office or Division:	Social Technology Section Office of the Regional Director			
Classification:	Under Exemption Non-Frontline Service			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Not Applicable			Not Applicable	
Total No. of Steps:	Two (2)			
Total Processing Time:	Two (2) Months and Ten (10) Days			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU Expression of Interest to implement social technologies	1.1. Assessment of prevailing sectoral issues / problem confronting LGUs vis-à-vis completed social technology	None	2 days	
	1.2. Identification of completed social technologies that respond to LGU prevailing sectoral issues/ problem			
	1.3. Preparation and approval of Project Proposal for LSWDO Forum		3 days	STU, IDD, ORD, Budget Section
	1.4. Procurement for the provision of the forum		20 days	
	1.5. Preparation of other logistical requirement of the LSWDO Forum ➤ Materials Invitation		3 days	<i>STU Head and Admin. Staff</i>
	1.5. Conduct of LSWDO Forum for the orientation of completed Social Technologies		With-in 2 days from receipt of the communication	<i>STU Head and Regional Director</i>
2.) Submission of Expression of Interest to replicate	2.1. Receipt of Expression of Interest, consolidation and prioritization of LGU for visit	None	1 day	<i>STU Head</i>

2.2. Coordination with MSWDO and scheduling of visit		30 minutes	<i>STU Head</i>
2.3. Consultation and lobbying to the LCE, V, M-Mayor & SB Members for the replication of Social Technology		1 day	<i>STU Head</i>
2.4. Secure the issuance of SB Resolution authorizing the LCE to enter MOA with DSWD Field Office for the pilot implementation of particular social technology.		2 weeks to 1 month	<i>MSWDO, STU Head, SB Members and V-Mayor</i>
2.5. Preparation for MOA Signing		3 weeks	<i>STU Head, STU admin., MSWDO</i>
2.6. MOA Signing for the replication of completed social technology		4 hours	<i>DSWD FO VIII – STU and SMS, LGU</i>
TOTAL		Two (2) Months and Ten (10) Days	

11.3. Technical Assistance to Intermediaries

Provision of technical assistance and capability building to intermediaries on how to implement the replicated social technology of the LGU.

Office or Division:	Social Technology Section Office of the Regional Director	
Classification:	Under Exemption Non-Frontline Service	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Not Applicable		Not Applicable
Total No. of Steps:	Two (2)	
Total Processing Time:	One (1) Month and Six (6) Days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of Expression of Interest to replicate	1.1. Receipt of Expression of Interest, consolidation and prioritization of LGU for visit	None	1 day	<i>STU Head</i>
	1.2. Planning for LGU visit		1 days	<i>STU Head and Admin. Staff</i>
	1.3. LGU visit – provision of technical assistance		1-3 days	<i>STU Head and Regional Director</i>
2.) MOA signed for the replication of social technology	2.1. Preparation and approval of Project Proposal for LSWDO Forum -Procurement for the provision of the forum	None	3 days 20 days	STU, IDD, ORD, Budget Section
	2.2. Preparation of other logistical requirement of the LSWDO Forum ➤ Materials Invitation		3 days	<i>STU Head and Admin. Staff</i>
	2.3. Conduct of Capability Building of LGU implementers replicating completed social technology		5 days	<i>STU head and admin. Staff, Resource Persons, STB</i>
TOTAL			One (1) Month and Six (6) Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD

	Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

12. Social Pension Program

12.1. Provision of Monthly Stipend to Indigent Senior Citizen

Provision of monthly stipend to the indigent senior citizens amounting to Php. 500.00 monthly per RA 9994 or the Expanded Senior Citizens Act 2010.

Office or Division:	Social Pension Program Protective Services Division	
Classification:	Frontline Service	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Indigent Senior Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If claimed personally by the senior citizen		
1. Original OSCA ID		OSCA Office/ MSWDO
2. 4 photocopies of OSCA ID		
If claimed by authorized representative		
1. Original OSCA ID		OSCA Office/ MSWDO
2. 4 photocopies of OSCA ID		
3. Original claimants valid ID		

4. 4 photocopies of claimants valid ID				
5. 2 original copy of Special Power of Attorney	Lawyer			
6. 2 photocopies of Special Power of Attorney				
7. 4 copies Warranty Release from Liability	DSWD Field Office 8			
Deceased beneficiary				
1. Original OSCA ID	OSCA Office/ MSWDO			
2. 4 photocopies of OSCA ID				
3. Original claimants valid ID				
4. 4 photocopies of claimants valid ID				
5. 2 original copies of Death Certificate or 1 original copy of Death Certificate and 1 CTC of Death Cert.	LCR			
If claimed by spouse (additional requirements)				
1. 2 original copies of Marriage Contract or 1 original copy of Marriage Contract and 1 CTC of Marriage Contract and 2 photocopies of Marriage Contract	LCR			
If claimed by sibling or child (additional requirements)				
1. 2 original copies of Live Birth or Baptismal Certificate or 1 original copy of Live Birth or Baptismal Certificate and 1 ctc of Live Birth or Baptismal Certificate and 2 photocopies of Live Birth or Baptismal Certificate	LCR			
Total No. of Steps:	Four (4)			
Total Processing Time:	Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senior citizen must present their OSCA ID	1.1 Check if client's name appears in the Certificate of Eligibility 1.2 If not, senior citizen cannot proceed to other steps. 1.3 If yes, check if there are discrepancies of names, birthdates and address versus in the Certificate of Eligibility 1.4 If there are discrepancies,	None	3 minutes	<i>SPPMO Staff/ Verifiers</i>

	prepare a Certification of one and the same person writing the name/birthday/address on the CE vs OSCA ID 1.5 If there are no discrepancies, proceed to Step 2			
2. Senior citizens shall submit their documentary requirements to verifiers	2.1 Check as to the completeness of requirements 2.2 If incomplete requirements are presented, let the senior citizen comply the lacking docs. 2.3 If complete requirements are presented, SPPMO staff/ verifiers shall stamp, affix his/her signature in the documents and can proceed to Step 3	None	4-5 minutes	<i>SPPMO Staff/ Verifiers</i>
3. Senior citizen will proceed to the payroll masters	3.1 Ensure to let the senior citizen sign in the payroll that corresponds to the amount he/she will receive	None	2-3 minutes	<i>SPPMO Staff/ Payroll Masters</i>
4. Senior citizen will proceed to the SDO	4.1 Ensure to pay the senior citizen that correspond to the amount he/she will receive	None	2-3 minutes	SDO
TOTAL			14 minutes	

12.2. Pay-out Centennarian

Provision of Cash Gift to centenarian amounting to Php. 100,000.00 in recognition of his/her longevity per RA 10868 or the Centenarians Act of 2016.

Office or Division:	Social Pension Program Protective Services Division
Classification:	Frontline Service

Type of Transaction:	G2C – Government to Citizens
Who may avail:	Indigent Senior Citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<i>For living centenarian: 2 COPIES EACH DOCUMENT</i>	
1. Photocopy of OSCA ID certified true copy by the OSCA Head	OSCA
2. Original or Certified True Copy of Birth Certificate <i>In the absence of the birth certificate, client will provide any two of the following secondary documents:</i>	LCR/ PSA
a. Marriage Certificate of the Centenarian	LCR/ PSA
b. Birth Certificates of children borne by/of the centenarian	LCR/ PSA
c. Affidavits executed by at least two disinterested persons with personal knowledge of centenarian's actual age or date of birth	Lawyer
d. Old School or Employment records showing date of birth of centenarian	Old School/ Former Employment Agency
e. Baptismal and/or Confirmation records of centenarian certified by the parish church	PARISH CHURCH or other religious denomination
<i>For deceased centenarian: 2 COPIES EACH DOCUMENT</i>	
1. Any one of the following documents of the Centenarian in original or Certified true copy: a. Birth certificate b. Baptismal or Confirmation c. Marriage Certificate d. Old school record e. Old employment record f. Any other document that will prove the deceased centenarian's age eligibility at the time RA 10868 took effect	LCR/PSA Parish Church or Other religious denomination LCR/PSA School Former Employment Agency
2. Original or Certified true copy of Death certificate of the deceased centenarian	LCR/ PSA
3. Copy of I.D. of the nearest surviving relative	Government agencies issuing an identification cards (e.g. SSS, NBI, Philhealth and among others) LCR or PSA
4. Original or Certified true copy of Birth certificate of the nearest surviving relative and other relevant documents that would establish the relationship to the deceased centenarian	LCR/ PSA
5. Special Power of Attorney in case there	Lawyer

are various nearest surviving relative (e.g. children) authorizing one of them to receive the centenarian gift in behalf of all of them				
6. Warranty and release from liability form		DSWD FO 8 (Centenarian Program)		
Total No. of Steps:		Two (2)		
Total Processing Time:		Four (4) working days and 16 minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and record the documents of the client	None	2 minutes	<i>SPPMO Admin. Staff</i>
	1.2 Forward the documents to the program in-charge	None	1 minute	<i>SPPMO Admin Staff</i>
	1.3 Review the documents and update the Centenarian database	None	3 minutes	<i>PDO</i>
	1.4 Prepare Certificate of Eligibility, ORS and DV	None	10 minutes	<i>PDO</i>
	1.5 Facilitate approval of Certificate of Eligibility	None	3 days	<i>Focal/ Division Chief/ Regional Director</i>
	1.6 Facilitate approval of ORS and DVs	None		<i>GASS</i>
	1.7 Issuance of cheques to centenarian	None		<i>GASS</i>
2. Receive the centenarian gift	2.1 Deliver the cheque to centenarian	None	1 day	<i>PDO</i>
	2.2 Assist the centenarian to sign the Acknowledgement Receipt and award the Letter of Felicitation signed by the President	None		<i>PDO</i>

2.3 Photo documentation	None		PDO
TOTAL		Four (4) working days and 16 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

13. Supplementary Feeding Program (SFP)

The Supplementary Feeding Program (SFP) is the provision of food in addition to the regular meals to target children ages 3-4 years old enrolled in Child Development Centers (CDCs) and 2-4 years old children in Supervised Neighborhood Play (SNP). The program is part of the Department's contribution to the Early Childhood Care and Development (ECCD) and was strengthened by the enactment of the Republic Act 11037 or the "Masustansiyang Pagkain para sa Batang Pilipino Act", signed on June 20, 2018 which the DSWD and the Department of Education are the lead agencies in the implementation of the said law.

Due to the national crisis brought about by the COVID-19 Pandemic, Proclamation No. 922, series of 2020 was issued declaring a State of Public Health Emergency throughout the Philippines. To enable the efficient and effective government response, Republic Act No. 11469 otherwise known as the "Bayanihan to Heal As One Act" was enacted to direct unified interventions from the whole-of government so safety nets may be provided to curtail the impact of health and economic emergencies to all vulnerable sectors which include children of formative years.

The DSWD mandated the continued implementation the Supplementary Feeding, as it is deemed most needed by its beneficiaries during the community quarantine period which is seen to address the issue of hunger and food security among Filipino children thus, prevent regression of the current nutritional status of the beneficiaries.

The Supplementary Feeding Program (SFP) utilizes food supplementation in a form of easy to cook/prepare alternative meals/food commodity options and schemes that may be adopted while the community quarantine is in effect and/or while face-to-face sessions in Child Development Centers (CDCs)/Supervised Neighborhood Plays (SNPs) are not yet feasible.

The Field Office (FO), in coordination with the implementing LGUs may conduct twice-a-day feeding (or thrice a day feeding especially in areas hardly hit by several typhoons where the affected population with younger children may need food augmentation) in order to facilitate the implementation of the program and be concluded with the completion of the feeding cycle.

Measurements will still be acquired either by the Barangay Health Worker (BHW), Child Development Worker (CDW) or the Barangay Nutrition Scholar (BNS), through house to house visit following strict health and safety protocols such as physical distancing measure, proper wearing of face mask, surgical gloves, frequent handwashing and/or use of hand sanitizers/alcohols and gels and other related policies issued by the Department of Health-National Nutrition Council (DOH-NNC).

Office or Division:	Supplementary Feeding Program Protective Services Division			
Classification:	Under Exemption Non-Frontline Service			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> ✓ 2-4 year-old children in Supervised Neighborhood Play (SNP) ✓ 3-4 year-old children enrolled in Child Development Center (CDC) ✓ 5-year old children not enrolled in the DepEd preschool children but enrolled in CDCs and ✓ 5-12 years old malnourished children outside the Child Development Center(CDC) 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Project Proposal			Local Government Unit (LGU)	
2. Masterlists of Child Beneficiaries				
3. Memorandum of Understanding (MOU)				
4. Sangguniang Bayan (SB) Resolution				
Total No. of Steps:	Five (5)			
Total Processing Time:	4 months, 4 days, 1 hour and 10 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary Requirements	1.1 Communicate to targeted LGUs requesting the submission of documentary requirements for fund allocation (thru email/phone call)	None	2 hours	<i>Social Welfare Officer, Project Development Officer, Administrative Assistant</i>
	1.2 Receive and review as to correctness and completeness of documentary requirements submitted by the LGU	None	10 minutes	<i>Social Welfare Officer and Administrative Assistant</i>
	1.3 Conduct of complete procurement process at the Regional Office based on the specification, computation and assessment of the food commodities to	None	4 months	<i>Regional Office Procurement Section, Bids and Awards Committee & Secretariat</i>

	be distributed to the implementing LGU.			
2. Ensure readiness and availability of storage facilities and other local counterpart of the LGU needed in the program implementation.	2.1 Communicate to targeted LGUs and Designated Regional Inspectors on the delivery schedules of SFP goods (thru phone call)	None	1 hour	<i>Assigned Social Welfare Officer/ Project Development Officer</i>
	2.2 Conduct of actual delivery of assorted food commodities in coordination with the local government and the identified supplier/ service provider which is done every 1st and 3rd week of the month equivalent to five (5) deliveries to complete the feeding cycle. Note: <ul style="list-style-type: none"> ❖ Allocation is good for 2 weeks' consumption per delivery for 60 feeding days or 120 feeding sessions Delivery period maybe extended based on the distance/location of the receiving LGU. ❖ Delivery period maybe extended based on the distance/location of the receiving LGU and current pandemic 	None	8 hours	<i>Assigned Social Welfare Officer/ Project Development Officer, Winning Supplier, MSWDO and LGU Representative</i>

	situation of the implementing LGU			
3. Acknowledge receipt of the delivery of assorted food commodities	3.1 Conduct Inspection and verification of delivered food commodities based on approved specifications and quantity in coordination with FO designated inspectors supported by a signed Inspection and Acceptance Report (IAR).	None	2 hours	<i>DSWD Inspector and SFP Staff In-charge</i>
	3.2 Review of supporting documents for payments of service provider <ul style="list-style-type: none"> • Delivery Receipt and/or Charge Invoice • Inspection and Acceptance Report (IAR) 	None	2 hours	<i>SFP Staff In-Charge</i>
	3.3 Payment of delivered goods to suppliers/ Service Providers Note: Processing of payment maybe extended considering of the various transactions being facilitated at the concerned Section to cater all programs and services of the department.	None	3 days	<i>FO Finance Division (Accounting Section, Cashier Section) and Administrative Division (Property and Supply Section and Procurement Section)</i>
4. Actual Feeding	4. Conduct actual visit to monitor feeding activities at Child Development	None	3 hours	<i>Assigned Social Worker, Day Care Center Worker,</i>

	Center (CDC)			<i>MSWDO</i>
5. Submission of Nutritional Assessment Report to determine impact of the feeding program	5. Consolidated Nutritional Assessment Report submitted by LGUs	None	4 hours	<i>MSWDO SFP Nutritionist Dietician (ND)</i>
TOTAL			4 months, 4 days, 1 hour and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph

	Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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14. Adoption Resource and Referral Section (ARRS)

14.1. Issuance of Regional Adoption Clearance (RAC), Pre-adoption Placement Authority (PAPA), and Certification of Consent to Adoption (CA)

Regional Adoption Clearance (RAC) refers to a written document issued by DSWD FO indicating that all opportunities of finding a suitable Filipino or qualified Prospective Adoptive Parents (PAPs) in the region has been exhausted and the children was not matched during the regional matching conference, hence, he/she is now recommended for Interregional Matching and endorsed to the DSWD – Central Office for issuance of Inter-Country Adoption clearance, in accordance with Section 19 and 20 of the Implementing Rules and Regulations (IRR) of the Republic Act 8552.

Office or Division:	Adoption Resource and Referral Section Protective Services Division	
Classification:	Under Exemption Frontline Service	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens	
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs); Local Government Units (LGUs) and Field Office (FO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Child's Dossier		
For Surrendered Children		
1. Endorsement (original copy)	DSWD FO	
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	DSWD FO / Child Caring Agencies (CCAs) / Child Placing Agencies (CPAs) / Local Government Units	
3. Birth Certificate (3 SECPA copies)	Philippine Statistics Authority (PSA)	
4. Original copy of the Certification Declaring the Child as Legally Available for Adoption (CDCLAA), numbered	DSWD Central Office (CO)/DSWD Field Office	
5. Notarized Deed of Voluntary Commitment (DVC) of the birthparents (original copy)	DSWD FO/Child Caring Agencies (CCAs)/ Child Placing Agencies (CPAs)/Local Government Units	

	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
6. Original Copy of the Certificate of Authority for a Notarial Act (CANA)	RTC Judge
7. Health and Medical Profile (original copy; updated within the last 6 months or more recent if there is a significant progress/development in the child's medical condition)	Government Physician
8. Psychological Evaluation Report (if child is 5 years old and above; original copy)	Government Psychologist
9. Recent Photograph	PAPs/CCAs/CPAs
10. Child's Profile	P/C/MSWDO/CCAs/CPAs/DSWD FO
11. Notarized Consent for Adoption (if 10 years old and above)	Adoptive child/ren
For Abandoned/Founding/Neglected Children	
1. Endorsement (original copy)	DSWD FO
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	DSWD FO/CCAs/CPAs/LGUs
3. Birth Certificate (3 original SECPA copies), for Abandoned Children	Philippine Statistics Authority (PSA)
4. One (1) Original copy of the Certification Declaring the Child as Legally Available for Adoption (CDCLAA), if non-relative case	DSWD Central Office (CO)/DSWD Field Office
5. Health and Medical Profile (original copy; updated within the last 6 months or more recent if there is a significant progress/development in the child's medical condition)	Government Physician
6. Child's Profile, for founding	P/C/MSWDO/CCAs/CPAs/DSWD FO
7. Psychological Evaluation Report (if child is 5 years old and above)	Government Psychologist
8. Recent Photograph	PAPs/CCAs/CPAs/
9. Consent for Adoption (if 10 years old and above)	Adoptive child/ren

<p>10. Notarized Petition (for Neglected Children)</p>	
<p>11. Other document such as:</p> <ul style="list-style-type: none"> • Copy of the valid ID used by the child's birth parents/relatives • Copy of marriage certificate or Certificate of No Marriage of the birthparents • Death Certificate of Birth Parent/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) • DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparent/s to establish the relationship of the child's birth mother and maternal grandmother) • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) • Family Genogram with Birth Certificate/s • Notarized Oath and Undertaking by the guardian/ relative 	
<p>For relative adoption:</p>	

<ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned, and neglected children, except for the CDCLAA. <ul style="list-style-type: none"> a. Form to be filled up for the Notarized Oath and Undertaking by the guardian / relative. b. Family Genogram with Birth Certificate/s <p>For cases of Children with Finalized Domestic Adoption</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous document/s submitted with the following: <ul style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality / Entry of Judgment c. New Birth Certificate (Original SECPA Copy) d. Photograph of the Child with the Adoptive Parents 	
B. Prospective Adoptive Parent's (PAPs) Dossier	
1. Home Study Report (HSR)	DSWD FO
2. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA)	Philippine Statistics Authority (PSA)
3. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant	
4. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate	

sons/daughters if living with the applicant, who are at least 10 years old	
5. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report	
6. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	
7. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report	
8. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities	
9. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years)	
10. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application	
C. Additional Requirements for Foreign Nationals	
11. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country	

<p>and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p> <p>For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAPs' country of origin.</p>	
<p>12. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs</p>	
<p>13. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident</p>	

prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	
14. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	
15. Affidavit of Temporary Custody	
<p>For relative adoption:</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned and neglected children, except for the CDCLAA. c. Form to be filled-up for the Notarized Oath and Undertaking by the guardian/relative d. Family Genogram with Birth Certificate/s <p>For cases of Children with Finalized Domestic Adoption</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous document/s submitted with the following: <ul style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality/ Entry of Judgment c. New Birth Certificate (original/SECPA copy) d. Photograph of the Child with the Adoptive Parents 	
Total No. of Steps:	One (1)
Total Processing Time:	29 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of child's and PAPs' dossiers to the	Upon receipt of the child and PAPs' dossiers by the Field Office, the ARRS social workers who	None	Within two (2) days	ARRS social workers

<p>Field Office for regional matching conference by the CCAs/CPAs/ DSWD RCFs/LGUs</p>	<p>act as Secretariat to the matching conference shall conduct the following:</p> <p>1.1. Review case/home study reports and other documentary requirements and make assessment and recommendation on the case within two (2) days upon receipt of the child and PAPs dossier.</p> <p>Inform the concerned residential care facility/CCA/CPA on the comments through an official letter or memorandum within three (3) days from the receipt of the dossier, in case of discrepancies/inconsistencies of information in the Child/Home Study Report or any of the requirements. Submission of the requested/required documents by</p>		<p>Within three (3) days</p>	<p><i>Initials of the ARRS Head, Division Chief, ARDO and approval of the Regional Director</i></p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and approval of the Regional Director</i></p>
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	<p>the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department. In case the required documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the agency/facility to the Regional Director.</p> <p>Dossier of child/ren and PAPs received by the FO beyond 7 working days prior to the scheduled matching conference shall be tabled in the next scheduled matching.</p>		<p>Within three (3) days</p> <p>Five (5) days before the matching schedule</p>	<p>CCAs/CPAs</p> <p>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO signed by the Regional Director</p>
	<p>1.2. Recommend the presentation of a child/ren to the matching committee to</p>			

	<p>exhaust regional placement.</p> <p>1.2. a. Dossiers of children and PAPs not matched at the regional level after second presentation shall be endorsed to the Central Office within three (3) days from the date of the matching conference for review and as recommended for interregional matching.</p> <p>1.2. b. Children below three years old may be presented more than twice in the regional matching to exhaust</p>		<p>At least three (3) days</p> <p>At least three (3) days</p>	<p>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO signed by the Regional Director</p>
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	<p>local placement.</p> <p>1.2. c. Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 8, to the Central Office if not matched during the first presentation.</p> <p>1.3. Prepare roster of children and PAPs available for regional matching conference, if the Child/Home Study Report and documentary requirements are sufficient in form and in substance five (5) days before the matching conference.</p> <p>1.4. Inform and invite the managing</p>		<p>At least five (5) working days</p> <p>Two (2) days</p> <p>Within the day</p>	
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	<p>social worker through an official letter or memorandum to the Head of Agency/Office at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p> <p>1.5. Inform/invite the members of RCWSG to the matching conference at least three (3) days before the matching conference. If the principal RCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference. Ensure a quorum of the RCWSG members (three members out of five), together with</p>		<p>Within two (2) days</p>	
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	<p>an ARRS staff as the secretariat, to proceed with the matching conference.</p> <p>1.6. Provide the RCWSG members advance copies of dossiers of children/PAPs for their review at least five (5) working days before the matching schedule.</p> <p>1.7. Conduct the regional matching conference at least twice a month, but not exceeding four times a month.</p> <p>1.8. The FO shall provide the Central Office through electronic mail the result of the regional matching conference two (2) days after the said regional conference, including the names of the children and PAPs that were matched for monitoring</p>			
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	<p>purposes.</p> <p>1.9. Facilitate the signing of Certificate of Matching for children matched by the RCSWG members immediately after the matching conference and endorse the same to the Regional Director or his/her duly authorized representative for his/her approval.</p> <p>The result of the matching shall only be final upon approval of the Regional Director.</p> <p>For cases of children not matched, a Regional Clearance for interregional matching together with the child's dossier shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional</p>			
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	<p>Director.</p> <p>1.10. All relative intercountry adoption cases shall not be presented in the regional matching conference and shall be issued with Regional Clearance based on a favorable assessment and recommendation by the social worker managing the case.</p> <p>1.11. Facilitate the approval of the PAPA by the Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPs and endorse to DSWD residential facilities/CCA/CPAs concerned.</p> <p>If any party declines/opposes the proposed placement of</p>			
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	<p>the child to the PAPs as recommended by the RCWSG, the secretariat shall inform the managing social worker of the PAPs to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall be based on the evaluation of the Regional Director or his/her duly authorized representative.</p> <p>1.12. Facilitate the issuance of Certificate of Consent to Adoption approved/signed by the FO Regional Director. The Final Post-Placement Supervisory Report shall be attached to the said document,</p>			
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	<p>which will be submitted to the court for the finalization of the adoption.</p> <p>1.13. There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the</p>			
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	Department. 1.14. Coordinate closely with the PAP/s social worker who monitors the movement of the case until such time that the Adoption Decree and Certificate of Finality are issued from the court. Once the Adoption Decree, Certificate of Finality and new Birth Certificate of the child are secured, the Central Office and the child's social worker shall be furnished a copy of the said documents to consider the case closed.			
TOTAL	None	29 working days		

14.2. Endorsement of Dossiers to PSB for Issuance of Certification Declaring a Child as Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child as Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child as legally available for adoption. It is the primary evidence that the surrendered, abandoned, neglected or dependent child is legally available for adoption, either in domestic or in an inter-country adoption proceeding, except for the following proceedings in court:

1. Adoption of an illegitimate child by any of his/her biological parent

2. Adoption of a child by his/her step-parent
3. Adoption of a child by a relative within the fourth (4th) degree of consanguinity or affinity.

Office or Division:	Adoption Resource and Referral Section Protective Services Division	
Classification:	Under Exemption (beyond 20 working days with justification)	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2C – Government to CCAs/CPAs	
Who may avail:	All Provincial / City or Municipal Social Welfare and Development Office (P/C/MSWDO); Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and DSWD Residential Care Facility (RCF)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned, Neglected or Foundling Children:		
1. Notarized Petition	Head of Provincial/City or P/C/MSWDO; CCA; CPA; DSWD RCF	
2. Child Study Report (original copy; updated within the last 6 months or more recent if there is significant progress or development on the case)	Licensed Social Worker from P/C/MSWDO; CCA; CPA; DSWD RCF	
3. Written Certification from radio/television (aired in three different occasion)	Radio or TV Station	
4. One (1) Newspaper publication in general circulation	Newspaper Publication	
Either of the following: <ul style="list-style-type: none"> ✓ Police Report/Blotter ✓ Barangay Certification ✓ Certified True Copy of tracing report issued by Philippine National Red Cross (PNRC) 	Police Station where the child was found/abandoned - Barangay where the child was found/abandoned - Philippine National Red Cross (PNRC)	
6. Returned Registered mail or copy of the letter with Registry Receipt	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
7. Birth/Foundling Certificate	Philippine Statistics Authority (PSA)	
8. Child's Profile	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
9. Recent whole body photograph (captioned with date when it was taken)	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
10. Photograph of the child upon admission/abandonment	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF	
11. Notice of Petition	Regional Director of the DSWD Office	

	where the petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc., who caused the posting ordered by the DSWD Director
13. Letter of Recommendation to the DSWD Secretary	DSWD Regional Director
For Surrendered Children:	
1. Letter of Recommendation to the DSWD Secretary	DSWD Regional Director
2. Letter of Application (from CCA/LSWDO requesting for issuance of CDCLAA	P/C/MSWDO; CCA; CPA; DSWD RCF
3. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development on the case)	Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF
4. Notarized Deed of Voluntary Commitment (DVC)	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
5. Original Copy of the Certificate of Authority for a Notarial Act (CANA)	RTC Judge
6. Certified True Copy of Birth Certificate	PSA
7. Recent whole body photograph (captioned with date when it was taken)	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF
8. Photograph of the child upon relinquishment/admission to agency	PAPs; Licensed Social Worker handling the case in the P/C/MSWDO; CCA; CPA; DSWD RCF
9. Other document such as: <ul style="list-style-type: none"> • Copy of the government issued ID of the witnesses in the DVC. • Copy of the government issued ID of the handling social worker • Death Certificate of Birthparents/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ reported or diagnosed to be intellectually challenged) • DVC of husband (if child was born out of extra-marital affair) • Copy of Marriage Certificate or Certificate of No Marriage (if necessary) • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 	

<ul style="list-style-type: none"> • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) <p>For cases of Involuntarily Committed Children (IVC) that were filed in court</p> <ul style="list-style-type: none"> • Certified True Copies of all documents previously submitted in court together with the Court Decision and Finality 	
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*Per DSWD Administrative Order No. 12, s. of 2011 or the *Guidelines for the issuance of the DSWD Certification*, additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.

Total No. of Steps:	One (1)
Total Processing Time:	For Abandoned/Foundling Children: 15 working days For Surrendered Children: 7 working days For Neglected Children: 7 working days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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For Abandoned/Foundling Children:

1. Upon Petition to the DSWD FO from CCAs/CPAs/DSWD RCFs/LSWDOs	1. The Adoption Resource and Referral Unit (ARRU) shall review and examine the petition if sufficient in form and substance, together with other documentary requirements. If found lacking/with discrepancies of information in the Child Study Report or any of the	None	Three (3) working days	ARRS social workers <i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i>
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	<p>requirements, a formal letter shall be sent to the Petitioner and he/she will be required to submit the same within fifteen (15) days from receipt of the memorandum/letter from the Department. If found complete and compliant, the Petition shall be forwarded to the Regional Director, who shall order the posting through the P/C/MSDWO to post the Notice of Petition in the locality where the child was first found.</p> <p>2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found.</p> <p>3. Certificate of Posting shall immediately be issued by the authority who effected the actual posting and submit it to the LSWDO, who will transmit the same to the Regional Director after the period of posting has been completed.</p> <p>4. From completion of Posting, upon</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Five (5) working days</p> <p>Within the day after the period of posting</p> <p>Five (5) working days</p> <p>Two (2) working days</p>	<p><i>LSWDO, Barangay, Health Center, Police Station, etc. where the child was found.</i></p> <p><i>LSWDO, Barangay, Health Center, Police Station, etc., who caused the posting ordered by the Regional Director</i></p> <p><i>Regional Director</i></p> <p><i>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
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	<p>finding merit in the Petition, the Regional Director renders recommendation.</p> <p>5. From the time the Regional Director signs the recommendation, he/she shall forward the same with the original supporting documents to the DSWD-Central Office.</p>			
TOTAL		None	15 working days	
For Surrendered Children:				
1. Upon Application to the DSWD FO from CCAs/CPAs/DSWD RCF/LSWDOs	1. The ARRU shall review and examine the Application together with the supporting documents. If found lacking/with discrepancies of information in the Child Study Report or any of the requirements, a formal letter shall be sent to the applicant/s and he/she will be required to submit the same within fifteen (15) days from receipt of the memorandum/letter from the Department.	None	Three (3) working days	<i>ARRS social workers</i>
	2. If found complete and compliant, the Application shall be forwarded to the	None	Two (2) working days	<i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i>
		None	Two (2) working days	<i>Regional Director</i>

	<p>Regional Director, who shall render his/her recommendation.</p> <p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the he/she signs the recommendation.</p>			<p><i>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
TOTAL		None	7 working days	
For Neglected Children:				
1. Upon Petition to the DSWD FO from CCAs/CPAs/DSWD RCF/LSWDOs	<p>1. The ARRU shall review the Petition together with the supporting documents. If found lacking/with discrepancies of information in the Child Study Report or any of the requirements, a formal letter shall be sent to the Petitioner and he/she will be required to submit the same within fifteen (15) days from receipt of the memorandum/letter from the Department.</p>	None	Three (3) working days	<p><i>ARRS social workers</i></p> <p><i>Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>
	<p>2. If found complete and compliant, the Petition shall be forwarded to the Regional Director shall render recommendation on the Petition.</p>	None	Two (2) working days	<p><i>Regional Director</i></p>
	<p>3. The Regional Director shall transmit the same to Central Office-PMB</p>	None	Two (2) working days	<p><i>ARRS staff, Initials of the ARRS Head, Division Chief, ARDO and signed by the Regional Director</i></p>

	from the time the he/she signs the recommendation			
TOTAL		None	7 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

15. Provision of Financial Assistance to Persons Living with HIV

The provision of financial assistance, counselling and referral services are being provided by the sectoral or the Family Welfare Program of the Department. These services aim to alleviate the current condition of the clientele group and to respond to their immediate need.

Office or Division:	Community-Based Welfare Section- Family Welfare Program Protective Services Division
Classification:	Complex Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Persons Living with HIV and their Families who are indigent, vulnerable, disadvantaged and/or in crisis situation based on the worker's assessment.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Medical Assistance for Medicine/Laboratory Requests	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records.
2. Prescription/Laboratory Requests with name, license number and signature of the Physician.	Attending Physician from a hospital/ clinic
3. Certificate of Indigency	From the Barangay where the client is presently residing.
4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
5. Any Valid ID	Governmental or non-governmental agencies issuing an identification card
Food Assistance	
1. Any valid ID	Governmental or non-governmental agencies issuing an identification card
2. Barangay Certificate of Indigency	From the Barangay where the client is presently residing.
3. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
Educational Assistance	
1. Certificate of Enrollment/Entrance Slip	Registrar, Authorized staff from the school
2. Assessment Slip/Statement of Account for College students	
3. Certificate of Non-scholar	
4. Certificate of Indigency	From the Barangay where the client is presently residing.

5. Any Valid ID	Governmental or non-governmental agencies issuing an identification card			
6. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)			
Burial Assistance				
1. Any Valid ID of the client/person to be interviewed	Governmental or non-governmental agencies issuing an identification card			
2. Death Certificate/Certification from the Doctor or authorized medical practitioner, in the absence of a death certificate.	City/Municipal Hall, Hospital, Funeral Parlor or authorized medical practitioner			
3. Funeral Contract	The authorized staff of the Funeral Parlor			
4. Certificate of Indigency	From the Barangay where the client is presently residing.			
5. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)			
Total No. of Steps:	Two (2)			
Total Processing Time:	13 working days and 20 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit required documents for screening, interview, and assessment	1.1 Social Worker will check the presented requirements, if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply. 1.2 After the assessment if done, recommendations will be made based of the assessment of the client's need and problem.	None	15 minutes	<i>CBWP Social Worker</i>

	2. Preparation of DV, ORS and CE 2.1 Forwarding of DV, ORS and CE to CBWS Head for signature. 2.2 Forwarding of DV, ORS and CE to PSD Division Chief for signature.	None	3 days	<i>CBWS Social Worker</i> <i>CBWS Head</i> <i>PSD Division Chief</i>
	3. Forwarding of DV, ORS and CE to Budget Section for obligation and signature.	None	1 day	<i>Budget Section Staff</i>
	4. Forwarding of DV, ORS and CE to Accounting Section for signature.	None	5 days	<i>Accounting Section Staff</i>
	5. Forwarding of DV, ORS and CE to OARDO for signature.	None	1 day	Office of the ARDO
	Processing of documents at the Cash Section: 6. Forwarding of DV, ORS and other documents for check generation.	None	3 days	<i>Cash Section Staff</i>
	7. Releasing of Official Acknowledgment Receipt from the CBWS Social Worker.			
2. Client to claim the amount of assistance granted	8. Releasing of check at Cash Section.	None	5 minutes	<i>Cashier</i>
TOTAL		None	13 working days and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form

How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	<p>Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500</p>
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

16. Provision of Financial Assistance to Solo Parents

The provision of financial assistance, counselling and referral services are being provided by the sectoral or the Family Welfare Program of the Department. These services aim to alleviate the current condition of the clientele group and to respond to their immediate need.

Office or Division:	Community-Based Welfare Section- Family Welfare Program Protective Services Division
Classification:	Frontline Service
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Solo Parent and their children who are indigent, vulnerable, disadvantaged and/or in crisis situation based on the worker's assessment.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance for Medicine/Laboratory Requests	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records.
2. Prescription/Laboratory Requests with name, license number and signature of the Physician.	Attending Physician from a hospital/ clinic
3. Certificate of Indigency	From the Barangay where the client is presently residing.
4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
5. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card
Food Assistance	
1. Any valid ID	Governmental or non-governmental agencies issuing an identification card
2. Barangay Certificate of Indigency	From the Barangay where the client is presently residing.
3. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
4. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card
Educational Assistance	
1. Certificate of Enrollment/Entrance Slip	Registrar, Authorized staff from the school
2. Assessment Slip/Statement of Account for College students	
3. Certificate of Non-scholar	
4. Certificate of Indigency	From the Barangay where the client is presently residing.
5. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card
6. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)
Burial Assistance	
1. Any Valid ID of the client/person to be interviewed.	Governmental or non-governmental agencies issuing an identification card

2. Death Certificate/Certification from the Doctor or authorized medical practitioner, in the absence of a death certificate.	City/Municipal Hall, Hospital, Funeral Parlor or authorized medical practitioner			
3. Funeral Contract	The authorized staff of the Funeral Parlor			
4. Certificate of Indigency	From the Barangay where the client is presently residing.			
5. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies such as MSWDO/CSWDO (if the MSWDO is aware of the client's situation)			
6. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card			
Transportation Assistance				
1. Solo Parent ID	LGU/ MSWDO assessed client and issue an identification card			
2. Certificate of Indigency	From the Barangay where the client is presently residing.			
Total No. of Steps:	Two (2)			
Total Processing Time:	13 working days and 20 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit required documents for screening, interview, and assessment	1.2 Social Worker will check the presented requirements, if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply.	None	15 minutes	<i>CBWP Social Worker</i>
	1.2 After the assessment if done, recommendations will be made based of the assessment of the client's need and problem.			
	2. Preparation of DV, ORS and CE	None	3 days	<i>CBWS Social Worker</i>
	2.1 Forwarding of DV, ORS and CE			<i>CBWS Head</i>

	to CBWS Head for signature. 2.2 Forwarding of DV, ORS and CE to PSD Division Chief for signature.			<i>PSD Division Chief</i>
	3. Forwarding of DV, ORS and CE to Budget Section for obligation and signature.	None	1 day	<i>Budget Section Staff</i>
	4. Forwarding of DV, ORS and CE to Accounting Section for signature.	None	5 days	<i>Accounting Section Staff</i>
	5. Forwarding of DV, ORS and CE to OARDO for signature.	None	1 day	Office of the ARDO
	Processing of documents at the Cash Section: 6. Forwarding of DV, ORS and other documents for check generation.	None	3 days	<i>Cash Section Staff</i>
	7. Releasing of Official Acknowledgment Receipt from the CBWS Social Worker.			
2. Client to claim the amount of assistance granted	8. Releasing of check at Cash Section.	None	5 minutes	<i>Cashier</i>
TOTAL		None	13 working days and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.

	AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

17. Recovery and Reintegration Program for Trafficked Person (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients, the families and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

17.1. Provision of direct services to identified target beneficiaries of RRPTP

Office or Division:	Community-Based Welfare Section- RRPTP Protective Services Division
Classification:	Under Exemption Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1. Victim – survivor of trafficking 2. Families of the victim – survivor of trafficking 3. Witnesses of cases of human trafficking
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Case Management	
1. Travel Documents	Bureau of Immigration
2. Valid IDs (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
3. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)	Hospital (Private or Public), Rural Health Unit and Clinics
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures)	
3. Barangay Certificate	Barangay Affairs Office
4. Valid ID for the client (if the client is minor any adult should facilitate the request and submit his / her Valid ID)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc
5. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Educational Assistance	
1. School Registration and / or Certificate of Enrolment / Statement of Account for tertiary education	Respective Schools
2. Valid School ID (strictly for high school and college student)	
3. Valid ID of the parent or guardian - in case the beneficiary is a minor (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc

4. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Skills Training	
1. Official receipt from the training school (TESDA/CHED accredited training school – if any)	TESDA/CHED accredited training school
2. Valid School ID	
3. Certificate of completion of the skills training / proof of completion	
4. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate, etc)	
1. Contract of Employment or any similar document which indicates that they are hired	Employer
2. Valid ID (Primary and Secondary IDs and Documents)	Any Government Agencies, Non-Government Agencies, School, Barangay Affair, etc
3. Social Case Study Report	Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)
Financial Assistance for Livelihood	
1. Result of Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.	DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)
2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. Thus, if the client is having difficulty in preparing the said proposal, the RRPTP Social Worker	

has improvised and prepared a template whom the client with the assistance of Local Social Worker/s will administer approved by the Regional Director.				
3. Valid ID (Primary and Secondary IDs and Documents)		Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc		
4. Social Case Study Report		Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)		
Logistics Support During and Post-Rescue Operation of Victim – survivors of Trafficking				
1. Victim-survivors of trafficking during rescue operation, social workers are highly needed to provide psychosocial counseling and assist the victim – survivors of trafficking all throughout the process from the reintegration.		DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)		
2. Provision of basic hygiene or toiletries kit after the rescue operation				
Provision of Temporary Shelter				
1. Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody		DSWD Care and Residential Care Facilities and other accredited residential facilities region wide		
Support for Victim-survivors / Witness and Transportation Assistance				
1. Valid ID (Primary and Secondary IDs and Documents)		Any Government Agencies, Non-Government Agencies, School, Barangay Affair..etc		
2. Official receipt for the client’s board and lodging		Business Establishments		
3. Social Case Study Report		Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)		
Total No. of Steps:		Two (2)		
Total Processing Time:		82 working days		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The victim survivors of trafficking may visit the	1.1 Assessment of the clients need	None	3 hours	<i>RRPTP Social Worker</i>
	1.2 Preparation of	None	10 working	<i>LSWDOs and / or</i>

DSWD Field Office VIII / Regional Office.	Social Case Study Report		days	<i>RRPTP Social Worker</i>
	1.3 Provision of the following assistance based on the assessment	None		
	CHECKS <ul style="list-style-type: none"> • Skills Training • Financial Assistance for Employment • Financial Assistance for Livelihood Assistance • Medical Assistance • Educational Assistance Auxiliary Assistance (Support for the victim-survivors of trafficking/witnesses who may file, has filed cases and ongoing court cases)	None	44 days	<i>RRPTP Social Worker</i>
	NON-CHECKS <ul style="list-style-type: none"> • Psychosocial Counseling • Provision of Basic Hygiene and/ or toiletries Provision of temporary shelter	None		<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirements for the Service/s to be availed	2.1 Screening of the submitted documents	None	1 hour	<i>RRPTP Social Worker</i>
	2.2 Processing of the assistance being sought (for lacking documents client/s will be given return slip for compliance	None	4 hours	<i>RRPTP Social Worker</i>

	and the assistance is still pending unless complete documents are submitted in the office – RRPTP Social Worker)			
	<ul style="list-style-type: none"> • Preparation of the Voucher (if financial related) • Preparation of referral letter (if needs other program or support services) 	None		<i>RRPTP Social Worker</i>
	2.3 CBSS, PSD Chief and Asst. Regional Director for Operations recommend the provision of assistance for approval of the Regional Director	None	2 days	RRPTP Social Worker / CBSS/PSD Chief/ARDO
	2.4 Voucher will be forwarded to Budget Section to certify funds availability	None	1 day	<i>RRPTP Social Worker /Budget Officer</i>
	2.5 Accounting for assessment of the completeness of the documentary requirements	None	20 days	<i>RRPTP Social Worker / processor at Accounting/Regional Accountant</i>
	2.6 The Regional Director approved the provision of assistance to the victim-survivors of trafficking	None	3 days	<i>The Regional Director</i>
	2.7 Cash to prepare checks for financial assistance of	None	1 day	<i>RRPTP Social Worker / Cash Officer</i>

	the victim-survivors of trafficking			
	2.8 Releasing of the check/s of the financial assistance to client/s	None	1 hour	<i>RRPTP Social Worker / Cash Officer</i>
TOTAL		None	82 days	

17.2. Provision of Resource Augmentation to LGUs with High Incidence of Trafficking

Office or Division:	Community-Based Welfare Section- RRPTP Protective Services Division			
Classification:	Under Exemption Frontline Service			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Communities with incidence of human trafficking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Augmentation				
1. Activity Proposal		LSWDOs		
2. Purchase Request, RIS, ABC, List of Participants and Menu		DSWD FO VIII- RRPTP		
Total No. of Steps:	Two (2)			
Total Processing Time:	38 working days and 7 hours			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU/LSWDOs will inquire for possible LGU Augmentation for the conduct of advocacy campaign on Anti-Trafficking in Persons and other related laws	1.1 Assessment of the LGUs for their eligibility or qualification of the Resource Augmentation	None	3 hours	<i>RRPTP Social Worker</i>
	1.2 Preparation of Activity Proposal	None	3 days	<i>LSWDOs</i>
	1.3 Preparation of other documentary requirements for procurement	None	1 hour	<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirements for the Service/s to be	2.1 Screening of the submitted documents	None	1 hour	<i>RRPTP Social Worker</i>
	2.2 Processing of the documentary requirements for	None	1 hour	<i>RRPTP Social Worker</i>

availed	the assistance			
	<ul style="list-style-type: none"> Preparation of PR, RIS, ABC, List of Participants and Menu 	None		
	2.3 CBSS, PSD Chief and Asst. Regional Director for Operations recommend the provision of assistance for approval of the Regional Director	None	2 days	<i>RRPTP Social Worker / CBSS/PSD Chief/ARDO</i>
	2.4 Activity Proposal will be forwarded to Budget Section and CAO to certify funds availability	None	2 days	<i>RRPTP Social Worker / Budget Officer</i>
	2.5 The Regional Director approved the Activity Proposal	None	3 days	<i>The Regional Director</i>
	2.6 Procurement Section to facilitate request for procurement of proposed activity	None	20 days	<i>RRPTP Social Worker and Procurement Section</i>
	2.7 Approval of Notice to Proceed and Purchase Order	None	3 days	<i>The Regional Accountant and Asst. Regional for Operations</i>
	2.8 Issuance of Conformed NTP & PO (there are instances that the end user/s facilitate to contact and ensure service provider/s to conform the said documents)	None	5 days	Procurement Section
	2.9 Contact the LGU/s regarding	None	1 hour	RRPTP Social Worker

	availability of approved NTP and PO in order to conduct the advocacy campaign.		
TOTAL		None	38 days and 7 hours

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

18. Policy and Planning Section Transactions

18.1. Acquiring Social Welfare and Development (SWD) Data and Information (G2C)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

1. Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
2. Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
3. Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
4. Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
5. Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request		Provided by the requesting party
Total No. of Steps:	Three (3)	
Total Processing Time:	Two (2) working days and Seven (7) minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the designated administrative staff and fill in all the fields in the researcher's logbook located at the receiving area.	1. Give the researcher/s logbook.	None	2 minutes	<i>Administrative staff</i>
	2. Orient the researcher/s about the Research Protocol.	None	5 minutes	<i>Research Focal</i>
2. Endorsement to the Division/Section/Program Head or Focal.	3. Research Focal to prepare an endorsement letter to the concerned Division/Section/Program Head or Focal in order for the researcher/s to obtain the secondary data or for him/her/them to conduct interviews, observations or surveys. 4. Send the endorsement to the concerned Division/Section/Program Head or Focal with attached Researcher's Feedback Form	None	1 working day	<i>Research Focal</i>

	(Annex J) to be filled out by the researcher/s after the conduct of their data gathering. 5. Provide the researcher/s a copy of the endorsement letter.			
3. Coordinate with the Concerned Division/Section/Program where the research request was endorsed.	6. Assist the researcher in matters related to conduct of data-gathering activities	None	1 working day	<i>Research Focal</i>
TOTAL		None	2 working days and 7 minutes	

18.2. Acquiring Social Welfare and Development (SWD) Data and Information (G2G)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

1. Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
2. Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
3. Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.

4. Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
5. Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of request	Provided by the requesting party
Total No. of Steps:	Three (3)
Total Processing Time:	Five (5) working days and 30 minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review the letter request received from the requesting agency upon receipt of the letter from Records Section or through email.	1. Conduct review and verification of the request letter to identify what data is requested and if data are available from PDPS database.	None	30 minutes	<i>PDPS Technical Staff</i>
2. Preparation of the requested data	2. Coordinate with the concerned Division/Unit/Program M&E Focal the provision/submission of the requested data to PDPS using the templates provided	None	3 working days	<i>PDPS Technical Staff</i>

	by the requesting agency			
3. Send the data to the requesting agency through email	3. Consolidate and finalize the provided data by the Divisions/Units/ Programs. 4. Send the finalized data to the requesting agency through email.	None	2 working days	<i>PDPS Technical Staff</i>
TOTAL			5 days and 30 minutes	

18.3. Approval of the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. **Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.**

Office or Division:	Policy and Plans Division (PPD)
Classification:	Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> • Letter of request • Research Request Form (Annex C) • Research Brief (Annex D) 	WHERE TO SECURE Provided by the requesting party PDPS PDPS

<ul style="list-style-type: none"> • Copy of Chapter 1, 2 and 3 of the Research study • Research Instrument/s 	Provided by the requesting party Provided by the requesting party
Total No. of Steps:	Eight (8)
Total Processing Time:	Nine (9) working days, One (1) hour, Three (3) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located at the receiving area.	1. Give the researchers/s logbook	None	2 minutes	<i>Administrative Staff</i>
	2. Orient the researcher/s about the Research Protocol and provide the requirements and forms (Annex C and D) with technical assistance in filling up forms.	None	15 minutes	<i>Research Focal</i>
2. Submit the required documents	3. Receive the required documents.	None	3 minutes	<i>Research Focal</i>
	4. Initial review and assessment of the submitted requirements (and return documents to the researcher/s for revision)	None	5 working days	<i>Research Focal</i>
3. Recommend the Research Proposal for Approval	5. Research Focal to prepare endorsement to the Regional Director for approval/disapproval	None	2 working days	<i>Research Focal</i>
		None	5 minutes	<i>Research Focal</i>

	6. Upon receipt of the approved/disapproved recommendation to conduct the research by the Regional Director, the researcher/s shall be notified.			
4. Secure from the Research Focal the approved/disapproved recommendation to conduct the research	7. Provide the researcher/s copy of the endorsement and approved recommendation letter.	None	3 minutes	<i>Research Focal</i>
5. Coordinate with the Concerned Division/Section/ Program where the research is to be conducted	8. Assist the researcher in matters related to conduct of data-gathering activities.	None	1 working day	<i>Research Focal</i>
6. Fill up the Researcher's Feedback Form (Annex J)	9. After data gathering, researcher/s shall fill up the Feedback Form and shall be scheduled for an exit conference.	None	5 minutes	<i>Research Focal</i>
7. Exit Conference/ presentation of the completed research	10. The exit conference shall be participated by the researcher/s, Research Focal, and division/section/ program concerned and other staff involved in the data gathering	None	1 working day	<i>Research Focal Involved DSWD Staff Researcher/s</i>

8. Submit Completed Research Report	11. Receive the Completed Research Report	None	30 minutes	<i>PPD technical Staff or Research Focal</i>
TOTAL			9 days, 1 hour, and 3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

19. Standards Section Transactions

19.1. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individuals, Corporations, Organizations or Associations

Process of assessing the applicant person/individuals, corporations, organizations or associations eligibility to conduct fund raising campaign.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Complex (Frontline)
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible persons/individuals, corporations, organizations or associations desiring to solicit funds for charitable and public welfare purposes in one (1) region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For Corporations, Organizations or Associations desiring to solicit funds for charitable and public welfare purposes	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of sustaArticles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	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. One (1) Original Copy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of	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)

<p>registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p>*Not applicable to Government Agencies.</p>	
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-002: Project Proposal</p>
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p>*Not applicable to Government Agencies.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p>with intended beneficiary/recipients</p>
<p>7. One (1) Original Copy of approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment (for individual)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB-PS-F-004: Board Resolution DSWD-SB-PS-F-005: Pledge of Commitment</p>
<p>8. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1. Director of Private Schools- if for private school projects</p> <p>8.2. School Superintendent- if for public school projects</p> <p>8.3. Department of Health- if for medical and health projects</p>	<p>with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>

<p>8.4. Local Government Unit- if for provincial/city/municipal projects</p> <p>8.5. Bishop/Parish Priest/Minister or Head of any Sect- if church or religious projects for public & charitable purposes</p>	
<p>9. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by agency's auditor/bookkeeper</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-007: Fund Utilization Report</p>
<p>10. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>10.1. Ticket, Ballots, Cards and similar forms</p> <p>10.2. Donation Boxes, Coin Banks and other similar forms</p> <p>10.3. Benefits show such as fashion show, concert and similar activities</p> <p>10.4. Photo or Painting Exhibits and similar activities</p> <p>10.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>10.6. Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>10.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p>	<p>Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf for the additional specific requirements for each methodology to be used.</p>
<p>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>

allowing an individual to solicit funds under their name or responsibility				
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)		Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence		
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section		Hospital's Records Section or Attending Physician or Treatment Protocol		
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper		DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-007: Fund Utilization Report		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	<i>Support Staff - Standards Section</i>
<i>STEP 2:</i> Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	<i>Receiving Staff-Accounting Section/Cash Section</i>
<i>STEP 3:</i> Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee; If found incomplete or non-compliant, 1.1 Return	None	*15 minutes	<i>Focal Person - Standards Section</i>

	<p>application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1. Review and evaluate application documents for completeness and compliance to requirements;</p> <p>2. Conduct agency visit, if necessary.</p>	None	3 days	<i>Focal Person - Standards Section</i>
	<p>If applicant is compliant to requirements:</p> <p>Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found</p>	None	3 days	<i>Focal Person - Standards Section/ Section Head/ Division Chief/ Regional Director</i>

	<p>incomplete or non-compliant:</p> <p>1. Return application documents to the person/individual, corporation, organization or association with an acknowledgment letter citing reasons for disapproval;</p> <p>Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
STEP 5: Issuance of Permit	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p> <p>1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds</p>	None	1 day	<i>Focal Person - Standards Section</i>
TOTAL				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working days	

For Incomplete Submission:	None	30 minutes
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***The number of minutes shall be included on the total 7 working days.**

19.2. Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individuals, Corporation, Organization, or Association

The process of assessing the applicant person/individuals, corporations, organizations or associations eligibility to conduct fund raising campaign.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible persons/individuals, corporations, organizations or associations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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A. For Corporations, Organizations or Associations desiring to solicit funds for charitable and public welfare purposes

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <i>*Not applicable to Government Agencies.</i>	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. One (1) Original Copy of Good Standing, or Updated Certificate of Corporate Filing/Accomplished	Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC

<p>General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p><i>*Not applicable to Government Agencies.</i></p>	<p>Complex, Roxas Boulevard, Pasay City, 1307</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p>
<p>4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-002: Project Proposal</p>
<p>5. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p><i>*Not applicable to Government Agencies.</i></p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p>from intended beneficiary/recipients or its head/authorized representative</p>
<p>7. One (1) Original Copy of approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment (for individual)</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</p> <p>DSWD-SB-PS-F-004: Board Resolution DSWD-SB-PS-F-005: Pledge of Commitment</p>
<p>8. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1 Director of Private</p>	<p>From the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>

<p>Schools- if for private school projects</p> <p>8.2 School Superintendent- if for public school projects</p> <p>8.3 Department of Health- if for medical and health projects</p> <p>8.4 Local Government Unit- if for provincial/city/municipal projects</p> <p>8.5 Bishop/Parish Priest/Minister or Head of any Sect- if church or religious projects for public & charitable purposes</p>	
<p>9. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB-PS-F-007: Fund Utilization Report</p>
<p>10. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>10.1. Ticket, Ballots, Cards and similar forms</p> <p>10.2. Donation Boxes, Coin Banks and other similar forms</p> <p>10.3. Benefits show such as fashion show, concert and similar activities</p> <p>10.4. Photo or Painting Exhibits and similar activities</p> <p>10.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>10.6. Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>10.7. Mass media campaign</p>	<p>Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf for the additional specific requirements for each methodology to be used.</p>

<p>through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>10.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>10.9. Rummage sale, garage sale, sale of goods and other similar forms</p>				
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication				
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>		<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>		
<p>2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)</p>		<p>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</p>		
<p>3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section</p>		<p>Hospital's Records Section or Attending Physician or Treatment Protocol</p>		
<p>4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper</p>		<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf DSWD-SB- PS-F-007: Fund Utilization Report</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
<p><i>STEP 1:</i> Secure application form thru the DSWD</p>	<p>Client secures or provided with application form and checklist of</p>	<p>None</p>	<p>*5 minutes</p>	<p><i>Support Staff - Standards Section</i></p>

Website or from the DSWD Field Office	requirements			
<i>STEP 2:</i> Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	<i>Receiving Staff – Accounting Section/Cash Section</i>
<i>STEP 3:</i> Submit/ file application documents	<p>If Complete and Compliant:</p> <p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	<i>Focal Person - Standards Section</i>
<i>STEP 4:</i> Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>1.1 Endorse complete application documents including copy of official receipt</p>	None	3 days	<i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director</i>

	<p>representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for her recommending approval</p>	<p>None</p>	<p>4 days</p>	<p><i>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</i></p>
	<p>1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p>	<p>None</p>	<p>3 days</p>	<p><i>Undersecretary Concerned – DSWD Central Office</i></p>
	<p>1.4 Approval and signing of Permit/Certificate of Authority to</p>	<p>None</p>	<p>3 days</p>	<p><i>DSWD Secretary or Authorized Representative</i></p>

	<p>Conduct National Fund-Raising Campaign by the Secretary or his/her authorized representative</p> <p>1.5 Transmission of the approved/signed permit to the DSWD Field Office for issuance of the applicant</p> <p>If applicant is not compliant to requirements:</p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval</p> <p>2. Provide necessary technical assistance to the applicant to qualify for the issuance of permit or submit lacking requirements</p>	<p>None</p> <p>None</p>	<p>**1 day</p> <p>3 days</p>	<p><i>Support Staff - Standards Bureau DSWD Central Office</i></p> <p><i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director</i></p> <p><i>Focal Person – Standards Section</i></p>
<p>STEP 5: Issuance of Permit</p>	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p> <p>1.3 Provide orientation</p>	<p>None</p>	<p>1 day</p>	<p><i>Focal Person - Standards Section</i></p>

	conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL				
Complete and Compliant:	₱1,000.00	17 working days		
Complete and Non-Compliant Submission:	₱1,000.00	6 working days		
For Incomplete Submission:	None	30 minutes		

*The number of minutes shall be included on the total 17 working days.

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

19.3. Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies (SWDAs)

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 Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) 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)	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf DSWD DFE Form 1

<p>2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards</p>	<p>Philippine Consular Office (i.e. embassy or consulate) of the country of origin</p>
<p>3. Notarized Deed of Acceptance</p>	<p>Notary Public</p>
<p>4. Copy of valid DSWD Registration, License and/or Accreditation Certificate</p>	<p>Issued by the DSWD to the licensed and/or accredited SWDA</p>
<p>5. Duly Certified True Copy of Bill of Lading or Airway Bill</p>	<p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee</p>
<p>6. Original and/or Duly Certified True Copy of Packing List</p>	<p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee</p>
<p>7. Duly Approved Plan of Distribution</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf <i>DSWD DFE Form 2</i> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</p>
<p>8. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office</p>	<p>Applicant</p>
<p>OPTIONAL REQUIREMENT 1. In case of medicines, a certification from the Food and Drug Administration (FDA) that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption</p>	<p>Food and Drug Administration</p>

<p>2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</p> <p><i>DSWD DFE Form 3</i></p> <p>To be certified correct by DSWD Field Office VIII</p>
<p>3. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements</p>	<p>Appropriate government agencies</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<p>STEP 1: The representative of the SWDA files the application form, together with the supporting documents and other requirements at the respective DSWD Field Office covering the region where the intended distribution of goods shall take place.</p>	<p>Receives the application and provides technical assistance, if necessary.</p>	<p>None</p>	<p>*30 minutes</p>	<p><i>Standards Section administrative personnel and/or Officer-of-the-Day</i></p>
<p>STEP 2: The applicant shall pay the required processing fee at the Cash Section of the concerned DSWD Field Office; provides a copy to the</p>	<p>Issues an official receipt.</p>	<p>₱1,000.00</p>	<p>*10 minutes</p>	<p><i>Cash Section personnel</i></p>

Standards Section				
STEP 3: Awaits results of the assessment.	Reviews and assesses the submitted requirements	None	3 working days	Standards Section Technical Staff
	<ul style="list-style-type: none"> If complete, to determine the necessity of conducting a validation visit. If incomplete, to return all submitted documents to the applicant. 			
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Standards Section Technical Staff
STEP 5: Awaits endorsement by DSWD Field Office	Secures endorsement of the application by the DSWD Regional Director	None	1 working day	Standards Section Technical Staff DSWD Regional

	Endorses the application to the Standards Bureau at the Central Office			<i>Director</i>
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
	Final review and evaluation If approved, to forward the application to the Office of the Undersecretary heading the Standards Bureau.	None	3 working days	<i>Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director</i>
	Prepares the following: <ul style="list-style-type: none"> ● Endorsement letter to the DOF ● Conform letter to applicant that it should comply with post-facilitation requirements 			

	<p>nts</p> <ul style="list-style-type: none"> Letter to concerned DSWD Field Office informing them of the endorsement 			
	<p>If disapproved, to 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	2 working days	<i>DSWD Undersecretary heading the Standards Bureau</i>
	<p>Final Approval</p> <p>Affixes signature to the endorsement letter to DOF</p>	None	3 working days	<i>DSWD Secretary</i>

STEP 6: 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 conform letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL Complete and Compliant:		₱1,000.00	14 working days	
Complete and 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 14 working days.

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

19.4. Accreditation of Social Workers Managing Court Cases (SWMCCS)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

Office:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.

CHECKLIST OF REQUIREMENTS ¹	WHERE TO SECURE
A. For New Applicants	
1. For Social Workers	
a. Two (2) copies of application form for Accreditation of Social Workers Managing Court Cases	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex A (Application Form)
b. Two (2) copies and original valid Professional Regulation Commission Registration ID Card	Professional Regulation Commission
c. Two (2) copies of certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed	DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex B (Summary documentation of cases managed)
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> ● Supervisor of the applicant; ● Philippine Association of Social Workers, Inc. (PASWI); ● If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)

<p>f. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; ● Case summaries; ● Case conference proceedings/notes 	<p>Applicant/Client</p>
<p>2. For Supervisors</p>	
<p>a. First three (3) requirements stated under new applicants for social worker</p>	<p>(As stated above)</p>
<p>b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance</p>	<p>Applicant/Client</p>
<p>c. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; ● Case summaries; ● Case conference proceedings/notes 	<p>Applicant/Client</p>
<p>B. For Renewal</p>	
<p>1. For Social Workers</p>	
<p>a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours</p>	<p>DSWD or recognized training institutions</p>
<p>b. Summary documentation of cases managed for the last six months</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf Annex B (Summary documentation of cases managed)</p>
<p>c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases</p>	<p>Applicant/Client</p>

<p>d. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes; and ● Other relevant documentations pertaining to the cases 	Applicant/Client			
2. For Supervisor				
<p>a. First three (3) requirements stated under renewal for social worker</p>	(As stated above)			
<p>b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance</p>	Applicant/Client			
<p>c. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> ● Case study reports; ● Progress/running notes/marginal notes; ● Case summaries; ● Case conference proceedings/notes 	Applicant/Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* <i>(Under Normal Circumstances)</i>	PERSON RESPONSIBLE
<p>1. The Applicant shall file application (Annex A) at Standards Section together with the requirements stated above.</p>	<p>1. The Field Office- Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents.</p> <p>2. If found</p>	None	*10 minutes	<i>Receiving Officer of Standards Section</i>

	to be complete, Receiving Officer shall forward the documents to the Technical Staff.			
	3. The technical staff shall conduct pre-assessment by verifying the documents submitted by the applicant with the original copies of the documents.	None	2 days	<i>Standards Section Technical Staff</i>
	4. If requirements are complete, the Standards Section shall endorse one copy of the application requirements to DSWD- Standards Bureau, and file the other copy in the Field Office.	None	2 days	<i>Standards Section Head</i>

	<p>5. The Standards Bureau- Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.</p>	None	*10 minutes	<i>Receiving Officer DSWD – Standards Bureau</i>
	<p>6. The Standards Compliance Monitoring Division shall review the application and documents submitted by the applicant through Field Office.</p>	None	2 days	<i>Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD– Standards Bureau</i>
	<p>7. If the submitted documents found to be complete, the technical staff shall coordinate with the applicant through the Field Office on the schedule of</p>	None	1 day	<i>Assigned technical staff from DSWD- Standards Bureau</i>

	the on-site assessment			
2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment .	1. The technical staff shall conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Assigned technical staff from DSWD-Standards Bureau</i>
	2. Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment. <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate</i>	None	3 days after conduct of on-site assessment	<i>Assigned technical staff DSWD-Standards Bureau Bureau Director DSWD-Standards Bureau</i>

	<i>technical assistance on the areas needing improvement. A re-assessment shall be conducted after six months.</i>			
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	3. Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head.	None	1 day	<i>Bureau Director DSWD- Standards Bureau</i>
	4. Cluster Head to approve and endorse the Accreditation Certificate to the Secretary.	None	3 days	<i>Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group</i>
	5. Secretary or his/her duly authorized representative to approve and issue the Accreditation	None	3 days	<i>DSWD Secretary or his/her duly authorized representative</i>

	Certificate for the qualified Social Worker.			
	6. Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	<i>Bureau Director DSWD- Standards Bureau</i>
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	*10 minutes	<i>Standards Section Support Staff</i>
TOTAL			20 working days	

**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.*

19.5. Accreditation of Civil Society Organizations (CSOs) to Implement DSWD Projects and/or Programs Using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization is eligible to implement DSWD projects and/or programs using DSWD funds.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished and Notarized Application Form	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: Standards.fo8@dsw.gov.ph DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-001A
2. Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO.	DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-003A
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	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)		
Optional Requirements				
1. List of Projects and Programs funded by DSWD or any government agency. If applicable. (Such is required if the applicant already have previous and/or current engagement with government agencies including the DSWD.)		DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-002A		
2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (Such is required if the applicant has received public funds from DSWD or from any other government agency.)		DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf DSWD-SB-CSOA-004A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
STEP 1: The CSO representative files the application form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	<i>Support Staff (Standards Bureau-Central Office)</i>

<p>STEP 2: The applicant CSO awaits for notification relative to the application</p>	<p>1.1. If found complete, SB will request the Field Office to conduct a validation visit.</p> <p>1.2. Posts notice to the public or invitation to submit derogatory report</p> <p>(Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/comment within ten (10) working days from the receipt thereof. Please also refer to Section VI, No. 2 of MC 13 series of 2019)</p> <p>If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the</p>	<p>None</p>	<p>2 working days</p>	<p>Standards Bureau assigned personnel (SCMD) through Standards Section (Field Office)</p> <p>Information and Communication Technology Management Services (ICTMS)</p>
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	<p>lacking required documents</p> <p>If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			
STEP 3: Actual validation visit	<p>Conducts validation visit to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a validation visit, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day <u>(per agreed schedule)</u>	<p>Standards Section (Field Office) per area of jurisdiction.</p> <p>Standards Bureau for those operating in more than one region</p>

STEP 4: Awaits approval or denial of the application for accreditation	4.1. Prepares and submit the validation report to SB	None	**4 working days	Standards Section (Field Office), Division Chief and Regional Director
	4.2. Conducts assessment and examination of application		4 working days	<i>Standards Bureau assigned personnel (SCMD)</i>
	4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional set of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)		4 working days	<i>Standards Bureau assigned personnel (SCMD)</i>
	4.4. Confirmation letter on the result of the evaluation		2 working days	<i>Standards Bureau assigned personnel (SCMD), SB Director</i>
	4.5. Approval of the Certificate of Accreditation		3 working days	<i>Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary</i>

STEP 5: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate	None	4 working days	Support Staff (Standards Bureau - SB)
	1.2 Issues the Certificate of Accreditation or the Denial Letter			
TOTAL				
Complete and Compliant:		None	20 working days	
Incomplete and Non-Compliant:		None	3 Working days	

*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.

19.6. Registration of Private Social Welfare and Development Agencies (SWDAs)

For those SWDAs operating in one (1) region, submission of application is at DSWD Field Office (Standards Section).

For those SWDAs operating in more than one (1) region, submission of application is at DSWD Central Office (Standards Bureau).

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Complex (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) Copy of Duly Accomplished and Notarized Application Form <i>Annex 1. DSWD-RLA-F001</i>	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte

<i>Application Form for Registration</i>	Send an e-mail to: standards.fo8@dswd.gov.ph
2. One (1) 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	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. One (1) Copy of any of the following <ul style="list-style-type: none"> ● Handbook or Manual Operations of its programs policies and procedures to attain its purposes <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i> <ul style="list-style-type: none"> ● Brochure <i>Annex 5. DSWD-RLA-F005 Brochure</i> <ul style="list-style-type: none"> ● Duly signed Work and Financial Plan for at least two (2) years by the Head of Agency <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i>	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secure application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section)
<i>STEP 2:</i> 1. Submit/ file application	1. Receive the documentary requirements	None	*10 minutes	<i>Support Staff in charge of all incoming</i>

<p>and supporting documents.</p> <p>2. For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>and provide the applicant organization with an application reference number for easy tracking and reference.</p> <p>2. Determine whether the submitted documents are complete.</p> <p>3. If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS)</p> <p>4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			<p><i>documents (Standards Section)</i></p>
<p><i>STEP 3: If Complete, Settle the required processing fee.</i></p>	<p>Prepare Billing Statement and instructs applicant to proceed to the Accounting Section and Cash Section</p> <p>Process payment and issues Official Receipt.</p>	<p>None</p>	<p>*20 minutes</p>	<p><i>Support Staff in-charge of the issuance of Billing statement (Accounting Section)</i></p>
		<p>₱1,000.00</p>	<p>*10 minutes</p>	<p><i>Cashier (Cash Section)</i></p>
<p><i>STEP 4: Provide</i></p>	<p>Acknowledge</p>	<p>None</p>	<p>*10 Minutes</p>	<p><i>Support Staff in</i></p>

the DSWD Standards Section the photocopy of the Official Receipt (OR).	the copy of the Official Receipt from the applicant Organization.			<i>charge of all incoming documents (Standards Section)</i>
<i>Step 5:</i> Accomplish and drop the Customer's Feedback Form in the drop box.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff (Standards Section)</i>
<i>STEP 6:</i> Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work	None	2 working days	<i>Technical Staff (Standards Section)</i>

	<p>interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</i></p>			
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	1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.			
	Review and approval of the Confirmation Report; Endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Regional Director
	Approval and Signing of Registration Certificate	None	2 working days	Regional Director
<i>STEP 7: Receive the Certificate and Confirmation Letter.</i>	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	1 working day (depending on the choice of the applicant)	<i>Support Staff in-charge of outgoing documents (Standards Section)</i>
TOTAL				
For Complete and Compliant		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
<i>STEP 1: Send the Application</i>	Log receipt into the Document	None	*10 minutes	<i>Support Staff in-charge of</i>

<p>Form together with the prescribed documentary requirements through Mail or Courier to:</p> <p>Standards Section DSWD Field Office VIII, Magsaysay Boulevard, Tacloban City, Leyte</p>	<p>Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.</p>			<p><i>incoming documents (Standards Section)</i></p>
<p><i>STEP 2: Wait for the result of assessment.</i></p>	<p>1. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. Applicant has employed a sufficient numb</p>	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>
<p><i>STEP 3: Settle the required processing fee.</i></p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>2. Inform the applicant organization that the processing of the application</p>	<p>₱1,000.00</p>	<p>*10 minutes</p>	<p>Technical Staff and Support Staff (Standards Section)</p>

<p>Field Office where their Main Office is located according to Organization's preference.</p>	<p>shall start once they have paid the required fees and provided the Standards Bureau/Section the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place once the applicant organization settle its payment.</i></p>			
<p>STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>1. Scanned copy of the Official Receipt to</p>	<p>1. Acknowledge the copy of Official Receipt from the Organization.</p> <p>2. For the Copy of OR sent through email: The Support Staff managing</p>	None	*10 Minutes	Support Staff in-charge of incoming documents (Standards Section)

<p>standards.fo8@Dswd.gov.ph (Standards Section) with the subject: <i>Name of the Organization_ Copy of OR for Registration.</i></p> <p>2. Hand-carry the Photocopy of Official Receipt</p> <p>3. Mail/Courier the Photocopy of Official Receipt</p>	<p>the Official email of the Standards Section shall acknowledge its receipt.</p> <p>For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.</p>			
<p><i>Step 5:</i> Accomplish and drop the Customer's Feedback Form on the drop box.</p>	<p>Provide the applicant the Organization the Customer's Feedback Form</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Support Staff (Standards Section)</i></p>
<p><i>STEP 6:</i> Wait on the result of assessment.</p>	<p>Review and approval of the Confirmation Report; Endorsement for approval of the Registration Certificate.</p>	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i></p>
	<p>Approval and Signing of Registration Certificate</p>	<p>None</p>	<p>2 working days</p>	<p><i>Regional Director</i></p>
	<p>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)</p>	<p>None</p>	<p>1 working day (depending on the choice of the applicant)</p>	<p><i>Support Staff in-charge of outgoing documents (Standards Section)</i></p>
TOTAL			<p>₱1,000.00</p>	<p>7 working days</p>
<p>For Complete and Compliant:</p>				
<p>For Incomplete Submission:</p>		<p>None</p>		<p>3 working days</p>

*The number of minutes shall be included on the total 7 working days.

19.7. Licensing of Private Social Welfare and Development Agencies (SWDAs) 1.) Auxiliary SWDA 2.) Social Work Agency (SWA)

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy of Duly Accomplished and Notarized Application Form <i>Annex 2. DSWD-RLA-F002 Application Form for Licensing</i>	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and Volunteers whichever is applicable <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i> b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i> c. Profile of Board of Trustees <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i> d. Certified True Copy of General	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph 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) Board Resolution by the Organization

<p>Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p> <p><i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></p>	
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p><i>Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</i></p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p>a. Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region:</p> <p><input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or</p>	<p>DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p> <p>Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</p> <p>DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>

<p>LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i></p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>2. For Center Based (<i>Residential and Non-Residential Based</i>)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</p> <p>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</p> <p>DSWD Field Office VIII, Magsaysay Blvd., Tacloban City, Leyte/ Government Agency where the Organization implemented or implements projects and programs.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Applicants				
<p><i>STEP 1:</i> Secure application form thru the Standards Section</p>	<p>Provides client application form, and checklist of requirements</p>	<p>None</p>	<p>*10 minutes</p>	<p><i>Standards Section Support Staff</i></p>
<p><i>STEP 2:</i></p> <p>1. Submit/ file application and supporting documents.</p> <p>2. For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1. Received the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.</p> <p>2. Determine whether the submitted documents are complete.</p> <p>3. If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section.</p> <p>4. If incomplete, return all documents</p>	<p>None</p>	<p>*20 minutes</p>	<p><i>Standards Section Support Staff in charge of all incoming documents</i></p> <p><i>Standards Section Technical Staff</i></p>

	submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: If Complete, settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Accounting Section and Cash Section	None	*20 minutes	<i>Support Staff in charge on the issuance of Billing Statement (Accounting Section)</i>
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cash Section
STEP 4: Provide the Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	<i>Standards Section Support Staff</i>
Step 5: Accomplish and drop the Customer's Feedback Form in the drop box.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Standards Section Support Staff</i>
STEP 6: Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or	None	2 working days	<i>Standards Section Technical Staff</i>

	<p>generally in Social Welfare and Development Activities.</p> <p>ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social</p>			
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	<p>work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i>Note: Criteria iv and vi are only</i></p>			
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	<p><i>applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1. If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared .</p> <p>If found incomplete or non-compliant, the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents</p>			
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	submitted.			
	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>Section Head/Division Chief/Regional Director</i>
<i>STEP 7: Confirm the availability on the proposed Validation Visit</i>	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Standards Section Technical Staff</i>
<i>STEP 8: Assist the Assessor during the conduct of Validation visit.</i>	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Standards Section Technical Staff</i>
<i>Step 9: Accomplish and place the Customer's Feedback Form in a sealed envelope.</i>	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Standards Section Technical Staff</i>
<i>STEP 10: Awaits the result of the licensing assessment</i>	<p>1.1 Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the</p>	None	3 working days	<i>Standards Section Technical Staff</i>

	Action Plan.			
<i>STEP 11:</i> Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Standards Section Support Staff</i>
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	18 working days	
A. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section DSWD Field Office VIII Magsaysay Boulevard, Tacloban City, Leyte	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents (Standards Section)</i>
<i>STEP 2:</i> Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must	None	2 working days	<i>Technical Staff (Standards Section)</i>

	<p>satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take 			
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	<p>charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare</p>			
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	<p>activities it implements.</p> <p><i>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more</p>	<p>If found both complete and compliant, notify the Applicant Organization that they have</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Section)</p>

<p>than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>to settle their processing fee.</p> <ol style="list-style-type: none"> 1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt. <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p> <p><i>Note: The processes shall only take place</i></p>			
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	<p><i>once the applicant organization settle its payment.</i></p>			
<p>STEP 4: Provide the Standards Section the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> Scanned copy of the Official Receipt standards.fo8@dswd.gov.ph with the subject: <i>Name of the Organization – Copy of OR for Licensing.</i> Hand-carry the Photocopy of Official Receipt Courier the Photocopy of Official Receipt <p>Note: <i>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located</i></p>	<ol style="list-style-type: none"> Acknowledge the copy of Official Receipt from the SWDA. For the Copy of OR sent through email: The Support Staff managing the Official email of the Standards Bureau shall have acknowledged its receipt. For the Copy of OR sent through mail/courier: the assigned technical Staff shall have acknowledged its receipt. 	None	*15 Minutes	<p><i>Support Staff in charge of incoming documents (Standards Section)</i></p>

<i>according to Organization's preference.</i>				
<i>Step 5: Accomplish and drop the Customer's Feedback Form on the drop box.</i>	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff (Standards Section)</i>
<i>STEP 6: Wait for the notice of validation assessment.</i>	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	<i>Standards Section Head/Division Chief</i>
<i>STEP 7: Confirm the Availability on the proposed Validation Visit</i>	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	<i>Technical Staff (Standards Section)</i>
<i>STEP 8: Assist the Assessor during the conduct of Validation visit.</i>	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards Section)</i>
<i>Step 9: Accomplish and place the Customer's Feedback Form in a sealed envelope.</i>	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff (Standards Section)</i>
<i>STEP 10: Wait for the result of the Validation visit.</i>	1. Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation	None	3 working days	<i>Technical Staff (Standards Section)</i>

	<p>Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>			
	<p>1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	<p><i>Standards Section Head/Division Chief</i></p>
	<p>1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.</p> <p>1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 1 working days</p>	<p><i>Regional Director</i></p> <p><i>Support Staff (Standards Section)</i></p>
<p>STEP 11: Wait on the release of the Certificate of License to Operate.</p>	<p>Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference</p>	None	<p>1 working day (depending on the choice of the applicant)</p>	<p><i>Support Staff (Standards Section)</i></p>

	indicated in the application form. (direct pick-up or courier)			
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

*The number of minutes shall be included on the total working days.

19.8. Accreditation of Local Government Unit's Senior Citizens Charter

Refers to the process of assessing the Senior Citizen Center if they are compliant to set standards.

Office or Division:	Standards Section Policy and Plans Division		
Classification:	Highly Technical (Frontline)		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	All Public Senior Citizens Centers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> One (1) copy of Duly Accomplished and Notarized Application Form <i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i> 		DSWD Field Office VIII Magsaysay Boulevard, Tacloban City, Leyte Send an e-mail to: standards.fo8@dswd.gov.ph	
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution/SEC Registration 		City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit 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
<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Track Record and Good Standing <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i> 2. Annual Accomplishment Report of the previous year <i>Annex 6. DSWD-RLA-F006 Accomplishment Report</i> 3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant. <i>Annex 8. DSWD-RLA-F008 Audited Financial Statement</i> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p>	<p>DSWD Field Office VIII Magsaysay Boulevard, Tacloban City, Leyte</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>
<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>For Center Based (Residential and Non-Residential Based)</p> <ol style="list-style-type: none"> a. Copy of the valid safety certificates namely: <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old 	<p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p>

buildings)				
2. Fire Safety Inspection Certificate		Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation		
• Water Potability Certificate or Sanitary Permit		City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP</i> 1: Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*30 minutes	<i>Support Staff in charge of all incoming documents (Standards Section)</i>
<i>STEP</i> 2: Submit/ file application and supporting documents directly to Standards Bureau copy furnished Standards Section	Receive the documentary requirements and shall provide the Public SWDA with an application reference number for easy tracking and reference.	None	*30 minutes	<i>Support Staff in charge of all incoming documents (Standards Bureau - SB)</i>

<p>STEP 3: For Public SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>For incomplete requirements, the Public SWDA shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for Public SWDA's compliance.</p>	None	*30 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)</i>
<p>Step 4: Accomplish and drop the Customer's Feedback Form on the drop box.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	None	*5 minutes	<i>Support Staff (Standards Bureau - SB)</i>
<p><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></p>				
<p>STEP 5: Wait for the result of the documents review and notice of accreditation assessment visit</p>	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.2 If found complete and compliant, shall prepare an</p>	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>

	<p>Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.3 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>			
<p>STEP 6: Confirm the Availability on the proposed Assessment Visit</p>	<p>For those with requirements that are complete and compliant, Confirmation of Assessment Visit.</p>	None	*30 minutes	<p><i>Technical Staff (Standards Bureau - SB)</i></p>
<p>STEP 7: 1. Prepare and make available if necessary, the Client and Staff. 2. Assist the Assessor during the conduct of Accreditation Assessment</p>	<p>Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.</p>	None	1 working day	<p>Technical Staff (Standards Bureau - SB)</p>

visit.				
Step 8: Accomplish and place the Customer's Feedback Form in a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 9:	<p>1. Prepare Confirmation Report and Certificate of Accreditation</p> <p>1.1. If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation.</p> <p>1.2. If not favorable, the Technical Staff shall detail the Assessor's Findings to which the Public SWDA is expected to take action and comply with.</p>	None	3 working days	Technical Staff (Standards Bureau - SB)

<p><i>STEP 10:</i></p>	<p>2. Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>2.1. If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>2.2. If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>2.2.1. Approval of the Confirmation Report.</p>	<p>None</p>	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	<p><i>Section Head/Division Chief/Bureau Director</i></p>
<p><i>STEP 11:</i></p>	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p><i>Undersecretary Supervising the Standards Bureau</i></p> <p><i>Support Staff</i></p>

	<p>1. If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>			<i>(Standards Bureau - SB/</i>
<i>STEP 12:</i>	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>	None	1 working day (depending on the choice of the applicant)	<i>Support Staff (Standards Bureau - SB)</i>
TOTAL				
For Complete and Compliant:		None	19 working days	
For Complete Requirements with Areas for Compliance:		None	15 working days	

B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
<p><i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be route to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Support Staff in charge of incoming documents (Standards Bureau - SB)</i></p>
<p><i>STEP 2:</i> For Public SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p> <p>For incomplete requirements, the Public SWDA shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Determine whether the submitted documents are complete.</p> <p>1.2 If complete, provide the SWDA an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.3 If incomplete, return all documents submitted accompanied by</p>	<p>None</p>	<p>*30 minutes</p>	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)</i></p>

	a checklist of requirements for Public SWDA's compliance.			
<p><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></p>				
STEP 3:	<p>1.1 Review the submitted documents as to completeness and compliance.</p> <p>1.1.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 2-day Accreditation Assessment.</p> <p>1.1.2 If found incomplete or non-compliant, shall send Acknowledgement Letter to the Public SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>
STEP 4: Confirm the Availability on the proposed Assessment Visit	For those with requirements that are complete and compliant, Confirmation of Assessment Visit.		*30 minutes	<i>Technical Staff (Standards Bureau - SB)</i>

<p><i>STEP 5:</i> Assist the Assessor during the conduct of Accreditation Assessment visit.</p>	<p>Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.</p>	<p>None</p>	<p>1 working day</p>	<p><i>Technical Staff (Standards Bureau - SB)</i></p>
<p><i>Step 6:</i> Accomplish and place the Customer's Feedback Form in a sealed envelope.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Technical Staff (Standards Bureau - SB)</i></p>
<p><i>STEP 7:</i></p>	<p>1. Prepare Confirmation Report and Certificate of Accreditation</p> <p>1.1. If favorable, the Technical Staff shall draft Confirmation Report together with Certificate of Accreditation.</p> <p>1.2. If not favorable, the Technical Staff shall detail the Assessor's Findings</p>	<p>None</p>	<p>3 working days</p>	<p><i>Technical Staff (Standards Bureau - SB)</i></p>

	to which the Public SWDA is expected to take action and comply with.			
<i>STEP 8:</i>	<p>1. Review and endorse the Confirmation Report together with Certificate of Accreditation.</p> <p>1.1. If favorable, review and approval of the Confirmation Report and the Draft Certificate of Accreditation</p> <p>1.2. If unfavorable, shall review the provided findings or reason for disapproval of accreditation.</p> <p>Approval of the Confirmation Report.</p>	None	<p>Favorable; 9 working days</p> <p>Unfavorable; 7 working days</p>	<i>Section Head/ Division Chief/ Bureau Director</i>

<p><i>STEP 9:</i></p>	<p>1.1 Approval or disapproval of Confirmation Report and Certificate of Accreditation</p> <p>1. If favorable, for approval and signature of the Certificate of Accreditation.</p> <p>2. If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p><i>Undersecretary Supervising the Standards Bureau</i></p> <p><i>Support Staff (Standards Bureau - SB)</i></p>
<p><i>STEP 10:</i></p>	<p>Releasing of Confirmation Report and Certificate of Accreditation.</p> <p>If favorable, Send the Confirmation Report and notify the availability of the Certificate of Accreditation for release through various means</p>	<p>None</p>	<p>1 working day (depending on the choice of the applicant)</p>	<p><i>Support Staff (Standards Bureau - SB)</i></p>

	per preference indicated in the application form. (direct pick-up or courier)		
TOTAL			
For Complete and Compliant:	None	19 working days	
For Complete Requirements with Areas for Compliance:	None	14 working days	
For Incomplete Submission:	None	3 working days	

**The number of minutes shall be included on the total working days.*

19.9. Accreditation of Pre-Marriage Counselors (PMCs)

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section Policy and Plans Division		
Classification:	Highly Technical (Frontline)		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All Practicing/Planning to practice Pre-Marriage Counseling Sessions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> One (1) copy of Duly Accomplished Application Form 		DSWD Field Office VIII Magsaysay Boulevard, Tacloban City DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. (PMC Form_App)</i>	
<ul style="list-style-type: none"> <i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i> <ol style="list-style-type: none"> Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or 		Applicant	

<p>b. Certified photocopy of valid PRC ID.</p> <p>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 certified true copy of the certificate of participation/attendance from the training provider will be accepted;</p> <p>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:</p> <p>a. Certification from immediate Supervisor; or</p> <p>b. An approved resolution.</p> <p>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; and</p> <p>5. Other documents to be made available during the assessment visit.</p> <p>Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	<p>Professional Regulation Commission</p> <p>Training Provider</p> <p>Applicant's Immediate Supervisor</p> <p>DSWD Field Office VIII Magsaysay Boulevard, Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</p> <p>Annex C (Documentation Report Template)</p>
<p><i>FOR RENEWAL</i></p> <p>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</p>	

<p>Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.</p> <p>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 (<u>Annex D</u>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>b. Accomplished and consolidated result of client feedback/satisfaction survey (<u>See Annex F for the template</u>) of about fifty (50) percent of the total number of counselled couples for the past year; and</p> <p>A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<p>DSWD Field Office VIII Magsaysay Boulevard, Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</p> <p>Annex D (Annual Accomplishment Report)</p> <p>Annex C (Documentation Report Template)</p> <p>Annex F (Feedback Survey Template and Form)</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				

<p><i>STEP 1:</i> Secures application form thru the DSWD Website/Standards Section</p>	<p>Provides client application form, and checklist of requirements</p>	<p>None</p>	<p>*5 minutes</p>	<p><i>Support Staff in charge of all incoming documents (Standards Section)</i></p>
<p><i>STEP 2:</i> Submit/ file application and supporting documents at Standards Section</p>	<p>Receive the documentary requirements and shall provide the applicant with an application reference number for easy tracking and reference.</p>	<p>None</p>	<p>*5 minutes</p>	<p><i>Support Staff in charge of all incoming documents (Standards Section)</i></p>
<p><i>STEP 3:</i> Awaits for acknowledgment or notification relative to the application.</p>	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide</p>	<p>None</p>	<p>*10 minutes</p>	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)</i></p>

	necessary technical assistance and return all the submitted documents.			
<i>Step 4:</i> Accomplish and drop the Customer's Feedback Form in the drop box.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff- (Standards Section)</i>
<i>STEP 5:</i> Prepare for the Actual Assessment	Conducts validation assessment to include the following: a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference	None	2 working days	<i>Technical Staff or Officer of the day (Standards Section)</i>
<i>STEP 6:</i> Awaits the approval of the application/ 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	None	7 working days	<i>Technical Staff/ Section Head/ Division Chief/Support Staff</i> <i>Regional Director</i>

	<p>of his/her accreditation.</p> <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>			
<i>STEP 7:</i> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Standards Section)</i>
TOTAL				
For Complete and Compliant:		None	10 working days	
For Complete Requirements with Areas for Compliance:		None	25 minutes	
Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or Courier to: Standards Section DSWD Field Office VIII Magsaysay Boulevard, Tacloban City	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents (Standards Section)</i>

<p><i>STEP 2:</i> Awaits for acknowledgement or notification relative to the application.</p>	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>	<p>None</p>	<p>*10 minutes</p>	<p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)</i></p>
<p><i>STEP 3:</i> Prepare for the Actual Assessment</p>	<p>Conducts validation assessment to include the following:</p> <ul style="list-style-type: none"> a. Brief overview on the assessment process; b. Observation on the 	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff or Officer of the day (Standards Section)</i></p>

	counseling session; and c. Exit Conference			
<i>STEP 4:</i> Awaits the approval of the application/ confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <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>	None	7 working days	<p><i>Technical Staff/ Section Head/ Division Chief/Support Staff</i></p> <p><i>Regional Director</i></p>
<i>STEP 5:</i> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Standards Section)</i>

Step 6: Accomplish and drop the Customer's Feedback Form on the drop box.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
TOTAL				
For Complete and Compliant:		None	10 working days	
For Incomplete Submission:		None	3 working days	

*The number of minutes shall be included on the total working days.

19.10. Accreditation of Civil Society Organizations (CSOs) as Beneficiaries of DSWD Programs and/or Projects

The process of assessing the applicant to determine whether a Civil Society Organization is eligible to become beneficiaries of DSWD projects and/or programs using DSWD funds.

Office or Division:	Standards Section Policy and Plans Division
Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Any group made up of organized individuals bound by common interests and/or are confronted by a calamity, social condition, problem, issue or crisis and who need government support through projects or programs which they can access after having gone through social preparation.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. DSWD-Organized Beneficiary CSO Applicants	
1. Certificate of Compliance issued by the regional head of the applicable DSWD program or project, e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project and in accordance with the minimum accreditation requirements that are applicable under Section 65 of the 2020 General	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf Template: Certificate of Compliance

Appropriations Act (GAA).	
<p>B. Requirements for Other CSO Applicants</p> <p>1. One (1) copy of duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-SB-CSOA-001A</p>
<p>2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:</p> <p style="padding-left: 40px;">a. Pictures of office and direction sketch; and</p> <p style="padding-left: 40px;">b. At least one of the following documents:</p> <ul style="list-style-type: none"> - barangay certification - certification or endorsement from at least two (2) publicly known individuals in the community - other documents showing proof of existence 	<p>Applicant</p>
<p>3. Proof of organization, namely:</p> <p style="padding-left: 40px;">a. organizational chart or governance structure; and</p> <p style="padding-left: 40px;">b. date of organization, list of officers and members with their complete names, dates of birth (if known and or registered), complete address, and contact numbers, if available</p>	<p>Applicant</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-BCSOA-001C</p>
<p>4. If the CSO Applicant has received public funds prior to its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation</p>	<p>DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf</p> <p>DSWD-BCSOA-002</p>

5. Proof of having undergone Social Preparation form the DSWD by the designated Regional Program/Project Officer of the DSWD Program or Project where the CSO applicant is seeking funds.		DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2017-017.pdf DSWD-BCSOA-003		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
A. Process for DSWD-Organized Beneficiary CSO				
<i>STEP 1:</i> A DSWD-Organized CSO Applicant shall submit the Certificate of Compliance to the Field Office Accreditation Committee (FOAC) Secretariat/Standards Section	Receives and records the application at the Document Tracking System (DTS)	None	*30 minutes	<i>Support Staff (Standards Section)</i>
<i>STEP 2:</i> The applicant CSO awaits for notification relative to the application	The FOAC Secretariat shall conduct initial desk review of the documents received.	None	5 working days	<i>Technical Staff (Standards Section)</i>
<i>STEP 3:</i> The applicant CSO awaits for notification relative to the application while the FOAC Secretariat endorses the applications to the FOAC	3.1. If compliant, the FOAC Secretariat shall then endorse the Certificate of Compliance to the FOAC including the abstract or matrices. 3.2. If non-compliant, the FOAC Secretariat will prepare a transmittal indicating the	None	3 working days	<i>Technical Staff/Support Staff/Section Head/Division Chief/Regional Director</i>

	findings in the applications. The transmittal shall be signed by the Regional Director and will be sent to the DSWD Program where the CSO is seeking funds.			
<i>STEP 4:</i> The applicant CSO awaits for notification relative to the application while the FOAC members deliberate the compliant applications	The FOAC members shall deliberate the applications which passed the initial desk review.	None	5 working days	<i>Technical Staff (Standards Section)</i> <i>FOAC Members</i>
<i>STEP 5:</i> The applicant CSO awaits for notification relative to the application while the FOAC endorses the deliberated applications to the Regional Director	The FOAC members shall endorse the deliberated applications to the Regional Director for approval with attached FOAC Resolution.	None	2 working days	<i>Technical Staff (Standards Section)</i> <i>FOAC Members</i>
<i>STEP 6:</i> Awaits approval or denial of the application for accreditation	6.1. Final Review and evaluation 6.2. Confirmation letter on the result of the evaluation 6.3. Approval of the Certificate of Accreditation	None	2 working days 1 working day 1 working day	<i>Regional Director</i> <i>Technical Staff (Standards Section)</i> <i>Regional Director</i>

<p><i>STEP 7:</i> Receives the Certificate of Accreditation or the Denial Letter</p>	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p>	<p>None</p>	<p>1 working day</p>	<p><i>Support Staff (Standards Section)</i></p>
<p>TOTAL</p> <p>Complete and Compliant:</p>		<p>None</p>	<p>20 working days</p>	
<p>Incomplete and Non-Compliant:</p>		<p>None</p>	<p>8 Working days</p>	

**The number of minutes shall be included on the total 20 working days.*

<p>A. Process for Non-DSWD Organized CSO Applicants (Submissions in person or by mail)</p>				
<p><i>STEP 1:</i> The CSO representative files the Application Form together with other documentary requirements to the Standards Section where the CSO applicant is located and/or operating.</p>	<p>Receives and records the application at the Document Tracking System (DTS)</p>	<p>None</p>	<p>*30 minutes</p>	<p><i>Support Staff (Standards Section)</i></p>
<p><i>STEP 2:</i> The applicant CSO awaits for notification relative to the application</p>	<p>2.1. Upon receipt of the application, the FOAC Secretariat shall conduct desk review to examine the authenticity of submitted documents and determine if these are complete in form and in substance.</p> <p>2.2. If the application documents are found to be incomplete, the CSO applicant shall be immediately informed of the</p>	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>

	<p>defect or deficiency in its documents.</p> <p>2.3 If the application documents are complete, the FOAC Secretariat shall proceed with posting notices and conducting validation and ocular inspection.</p>			
<p><i>STEP 3:</i> The applicant CSO awaits for notification relative to the application while posting of notice, validation and ocular inspection are being conducted</p>	<p>3.1. Notice of the application shall be posted in a publicly conspicuous place within the DSWD Field Office (FO) VIII compound, the DSWD FO website, and the DSWD website with invitation to interested parties to submit sworn reports of any derogatory record involving the CSO applicant or any of its officers.</p> <p>3.2. If a Derogatory Report is received, the FOAC Secretariat shall notify the CSO applicant within three (3) working days from receipt thereof and require the CSO applicant to submit an explanation or comment not later than five (5) working days from notice. the Derogatory Report and the CSO applicant's written explanation shall form part of the application</p>	<p>None</p>	<p>5 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>

	<p>documents.</p> <p>3.3. The FOAC Secretariat may receive Derogatory Reports against a CSO applicant at any stage of the application process, and any such Derogatory Report received shall immediately be included in the documents of the CSO applicant for consideration.</p>			
<p><i>STEP 4:</i> Actual validation and ocular inspection</p>	<p>Conducts validation visit to the applicant CSO's address or location</p>	<p>None</p>	<p>2 working days (<u>per agreed schedule</u>)</p>	<p><i>Technical Staff (Standards Section)</i></p>
<p><i>STEP 5:</i> The applicant CSO wait for notification relative to the application while the FOAC Secretariat conducts its assessment, examination and endorsement of application</p>	<p>The FOAC Secretariat shall then complete its final assessment and examination of the application, and prepare an Abstract Report containing the FOAC Secretariat's findings and assessment. The FOAC Secretariat shall then endorse the application together with the Abstract/Validation Report to the FOAC for deliberation.</p>	<p>None</p>	<p>3 working days</p>	<p><i>Technical Staff (Standards Section)</i></p>

<p><i>STEP 6:</i> Awaits approval or denial of application</p>	<p>Upon receipt of the endorsement with Abstract Report and all documents from the FOAC Secretariat, the FOAC shall then convene to deliberate the applications and recommend to the Regional Director the grant or denial of the application.</p>	<p>None</p>	<p>6 working days</p>	<p><i>Technical Staff (Standards Section)</i></p> <p><i>FOAC Members</i></p>
<p><i>STEP 7:</i> Receives the Certificate of Accreditation or the Denial Letter</p>	<p>7.1. The Regional Director shall act on the recommendation of the FOAC and take final action on the application.</p> <p>7.2. Notify the Applicant Organization on the availability of the Certificate</p> <p>7.3 Issues the Certificate of Accreditation or the Denial Letter</p>	<p>None</p>	<p>2 working days</p>	<p><i>Regional Director</i></p> <p><i>Support Staff (Standards Section)</i></p>
<p>TOTAL</p> <p>Complete and Compliant:</p>		<p>None</p>	<p>20 working days</p>	
<p>Incomplete and Non-Compliant:</p>		<p>None</p>	<p>2 working days</p>	

**The number of minutes shall be included on the total 20 working days.*

19.11. Accreditation of Civil Society Organizations (CSOs) Organized by the Sustainable Livelihood Program as Beneficiaries Using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization organized by the Sustainable Livelihood Program is eligible to become beneficiaries using DSWD funds.

<p>Office or Division:</p>	<p>Standards Section Policy and Plans Division</p>
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Classification:	Highly Technical (Frontline)
Type of Transaction:	Government to Client (G2C)
Who may avail:	Any group organized by the Sustainable Livelihood Program bound by common interests and/or are confronted by a calamity, social condition, problem, issue or crisis and who need government support through projects or programs which they can access after having gone through social preparation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of the Certificate of Eligibility issued by the Sustainable Livelihood Program- Regional Program Management Office (SLP-RPMO) 2. Endorsement of Sustainable Livelihood Program Associations (SLPAs) with Certificate of Eligibility signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	DSWD Field Office VIII - Standards Section Magsaysay Boulevard, Tacloban City, Leyte DSWD Website https://www.dswd.gov.ph/issuances/MCs/MC_2020-026.pdf Send an e-mail to: standards.fo8@dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
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Accreditation Process				
<i>STEP 1:</i> Endorsement of requirements to Standards Section	Receives and records the application at the Document Tracking System (DTS)	None	*30 minutes	<i>Support Staff (Standards Section)</i>
<i>STEP 2:</i> The SLP-RPMO awaits for notification relative to the application	The Standards Section shall conduct initial desk review of the documents received.	None	2 working days	<i>Technical Staff (Standards Section)</i>

<p>STEP 3: The applicant CSO awaits for notification relative to the application while the Standards Section endorses the applications to the Regional Director</p>	<p>3.1. If compliant, the Standards Section shall then endorse the applications to the Regional Director as basis for the issuance of the Certificate of Accreditation.</p> <p>3.2. If the requirements are found to be incomplete, the application requirements shall be returned to SLP-RPMO for compliance by submitting the needed document/s.</p>	<p>None</p> <p>None</p>	<p>3 working days</p> <p>2 working days</p>	<p><i>Technical Staff/Support Staff/Section Head/Division Chief/Regional Director</i></p>
<p>STEP 4: Awaits approval or denial of the application for accreditation</p>	<p>6.1. Final Review and evaluation</p> <p>6.2. Approval of the Certificate of Accreditation</p>	<p>None</p>	<p>1 working day</p> <p>1 working day</p>	<p><i>Regional Director</i></p> <p><i>Regional Director</i></p>
<p>STEP 5: Receives the Certificate of Accreditation or the Denial Letter</p>	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p>	<p>None</p>	<p>1 working day</p>	<p><i>Support Staff (Standards Section)</i></p>
<p>TOTAL</p> <p>Complete and Compliant:</p>		<p>None</p>	<p>8 working days</p>	
<p>Incomplete and Non-Compliant:</p>		<p>None</p>	<p>4 Working days</p>	

**The number of minutes shall be included on the total 8 working days.*

19.12. Interim Process on the Accreditation on the Accreditation of Pre-Marriage Counselors During a State of National Emergency or Calamity

Refers to the interim process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section Policy and Plans Division	
Classification:	Highly Technical (Frontline)	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	All Practicing/Planning to practice Pre-Marriage Counseling Sessions	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Google Form Online Registration	DSWD Field Office VIII Magsaysay Boulevard, Tacloban City Send an e-mail to: standards.fo8@dswd.gov.ph
	<p><i>Per DSWD Administrative Order No. 14 Series of 2009</i></p> <p><i>NEW APPLICANT</i></p> <ol style="list-style-type: none"> 1. Accomplished Application Form 2. Certificate of graduation/college diploma or transcript of records from last school attended 3. Certificate of attendance from PMC orientation program 4. Certificate from immediate supervisor that the applicant is tasked to conduct PMC sessions 5. Summary Documentation of PMC session/s conducted by the applicant in the past six (6) months period should be made available 	<p>DSWD Field Office VIII Magsaysay Boulevard, Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2009-014.pdf</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>

<p>FOR RENEWAL</p> <p>Scanned copy of the following documents:</p> <ol style="list-style-type: none"> 1. Accomplished Application Form 2. Certificates of attendance to at least eight (8) hours of training every year (24 hours training in three years) on topics such as but not limited to Human Maturity, Value Clarification, Authentic Love, Responsible Parenting and Gender Development 3. Accomplishment reports for the past three (3) years preceding the application 4. Sample of summary documentation of PMC session/s conducted within three (3) years period 	<p>DSWD Field Office VIII Magsaysay Boulevard, Tacloban City</p> <p>DSWD Website https://www.dswd.gov.ph/issuances/AOs/AO_2009-014.pdf</p> <p>Send an e-mail to: standards.fo8@dswd.gov.ph</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Pre-Assessment				
STEP 1: Online Registration (Fill-out google form to register intent to apply for accreditation (new/renewal) and submit	Provide client with google link.	None	*5 minutes	Support Staff in charge of all incoming documents (Standards Section)
STEP 2: Submission of scanned application form and requirements. Email to Standards Section or submission of hard copies via courier.	1.1 Notify applicant via email to submit application and other requirements 1.2 Provides client application form and checklist of requirements	None	*10 minutes	Technical Staff or Support Staff in charge of all incoming documents (Standards Section)

<p>STEP 3: Wait for the acknowledgment/email notification on the result of the pre-assessment of requirements</p>	<p>Reviews and assesses completeness of the requirements/documents submitted to wit:</p> <p>1.1 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of accreditation assessment observation.</p> <p>1.2 If found insufficient/have not met the required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p> <p>Email notification/acknowledgement.</p>	None	Three (3) working days	Technical Staff (Standards Section)
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Note: The DSWD will implement 4:00 p.m. cut-off on the submitted complete documents. Applications received after 4:00 p.m. shall be considered as next working day transaction.

B. Accreditation Assessment Observation

Live PMC Session (via google meet, zoom or messenger)

<p>STEP 1: Setting-up of Live Conferencing and Actual conduct of PMC Session</p>	<ul style="list-style-type: none"> • Ensure stable internet connectivity. • Accept invitation and join video conference room. • Prepare assessment tool. • Conduct a brief orientation re: accreditation process with the applicant prior start of the session. • Observe the entire session. • Provide a brief post assessment observation. 	None	One (1) working day	Technical Staff (Standards Section)
For Recorded Video				
<p>STEP 1: Upload (google drive) or email recorded video of actual PMC Session conducted or submit recorded file in a flash drive/compact disk via courier</p>	<ul style="list-style-type: none"> • Notify applicant on the receipt of the file video. • Contact the applicant and provide brief orientation on the accreditation process. • Observe and watch the full video presentation. • Contact applicant after watching the video and provide a brief post assessment observation. 	None	One (1) working day	Technical Staff (Standards Section)
<p>STEP 2: Awaits the approval of the application/confirmation report/issuance of the Certificate</p>	<ul style="list-style-type: none"> • Prepares the confirmation report, with the following possible content: <ol style="list-style-type: none"> a. If favorable, inform applicant on 	None	Seven (7) working days	Technical Staff/Section Head/Division Chief

	<p>the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p> <ul style="list-style-type: none"> • If assessment is favorable, prepare the certificate as well. • Submit for approval of the Regional Director. 			
STEP 3: Receives the Accreditation Certificate	Email e-copy of confirmation report and Certificate	None	One (1) working day	Support Staff (Standards Section)
TOTAL For Complete and Compliant		None	12 working days	
For Complete Requirements with Areas for Compliance		None	25 minutes	

****The number of minutes shall be included on the total 12 working days.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>

Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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20. Disaster Response and Management Division

20.1. Grievance Mechanism

Office or Division:	Disaster Response Management Division			
Classification:	Non-Frontline Service			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	Disaster-affected families/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint through referrals, emails, snail mail, walk-in, call, text, social media and others		Client and Referring Parties		
Total No. of Steps:	Eight (8)			
Total Processing Time:	9 days and 5 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Complaint through referrals, e-mail, snail mail, walk-in, call, text, social media and others.	1. Receive the referral/ complaints and review the content of it.	None	10 minutes	<i>Receiving Officer / Grievance Officer</i>

	<p>2. Read and input in the database the details of referrals/ complaints such as Reference Number, Referring Party/ Name of Complainant, Type of Complaint, Mode of Complaint, Complaint details, Address, Remarks/ Actions Taken, Status, Validator, Responsible Person, Date Received.</p>	None	15 minutes	<i>Grievance Officer</i>
	<p>3. Assess if the intention of the client is either Inquiries or Complaint</p> <p>If inquiries, immediately respond to the client through email, snail mail, call, text, walk-in, etc. and marked it as "Resolved".</p> <p>If it is a</p>	None	15 minutes	<i>Grievance Officer</i>
		None	15 minutes	<i>Grievance</i>

	complaint, escalate the grievance to responsible person or responsible validator (DRMD PDOs, 4ps, Soc Pen, SLP, SWADTs, PATs, MATs, LGU / MSWDO, and others			<i>Officer</i>
	4. Conduct Validation	None	Within 3 – 5 days	<i>Validator (DRMD PDOs, 4ps, Soc Pen, SLP, SWADTs, PATs, MATs, LGU / MSWDO, and others).</i>
	5. Submit feedback Report to DRMD Grievance Officer	None	1 day after the conduct of validation	<i>Validator (DRMD PDOs, 4ps, Soc Pen, SLP, SWADTs, PATs, MATs, LGU / MSWDO, and others).</i>
	6. Receive Feedback Report from the Validator	None	10 minutes	<i>Grievance Officer</i>
	7. Prepare communication letter and submit the actions taken / feedback to the client / referring parties such as Office of the	Within the day upon receipt of feedback report	Within a day	<i>Grievance Officer</i>

	Ombudsman, Hotline 8888, PACC, DILG, CSC, CO/OSEC/OB SUs, CIDG, private sectors, institutions, organizations, etc.			
	8. Submit Grievance Reports to the Office of FO8 Hotline Center for Consolidation and submit to FO8 SAP Task Force or to Central Office if required	None	Within a Day	<i>Grievance Officer</i>
TOTAL			9 days and 5 minutes	

20.2. Disaster Response and Recovery Section Transaction

20.2.1. Request for Relief Augmentation

Office or Division:	Disaster Response and Recovery Section Disaster Response Management Division	
Classification:	Frontline Service	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Disaster-affected families/LGUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter & Disaster Report Requisition and Issue Slip (RIS) Relief Distribution Sheet (RDS)		Requesting LGU Disaster Response & Management Division (DRMD)
Total No. of Steps:	Ten (10)	
Total Processing Time:	3 days, 2 hours, and 15 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter Request (with attached disaster report) duly signed by the authorized office addressed to the Regional Director thru DRMD	1. Receive, review, and validate the Letter Request, check availability of stocks, records details including date of receipt.	None	30 minutes	<i>DRRS Receiving Officer</i>
	2. Notify requesting party of the lacking documents if there is (e.g. Disaster Report). 3. Facilitate approval of the Letter Request by the Section Head then the OIC-Division Chief.	None	1 day	<i>DRRS Admin staff and PDO</i>
	4. Issue Allocation Receipt (AR) form approved by Section Head and OIC-Division Chief 5. Endorse the approved request/ Allocation Receipt (AR) form to RROS			
	6. Prepare Requisition Issuance Slip (RIS) and facilitate signatories of the document by the	None	30 minutes	RROS

	<p>Requisitioner (Requesting LGU), Approving Agency (Regional Director), and the Receiver (Regular Personnel from LGU who receives the goods).</p> <p>7. Inform the LGU on the approved allocation of relief goods. Notify the LGU the delivery date (if goods will be delivered) or withdrawal date (if goods are to be withdrawn by the LGU)</p>			
Withdraw / Received the relief goods and assist in the distribution of relief goods	8. Facilitate the distribution of relief goods using the Relief Distribution Sheet (RDS) to the affected LGU in coordinating with the Requesting LGU.	None	1 day	<i>DRMD SWADTs/ PATs/ MATs QRT</i>
Secure and turn over the Relief Distribution Sheet (RDS) to DRMD PDO assigned in the area	9. Receive the Relief Distribution Sheet and submit it to DRMD – DRRS	None	15 minutes	<i>DRMD PFO assigned in the area</i>
	10. Prepare and submit report on the LGU Requests for Augmentation weekly or as the	None	1 day	DRRS

	need arises		
TOTAL		None	3 days, 2 hours, and 15 minutes

20.2.2. Request for Early Recovery and Rehabilitation PPAs

Office or Division:	Disaster Response Management Division			
Classification:	Non-Frontline Service			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Disaster-affected families/LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Requesting LGUs	
2. Project Proposal				
3. Masterlist				
4. Certificate of Eligibility				
5. Disaster Terminal Report				
6. Rehabilitation Plan				
7. MOA				
Total No. of Steps:	Thirteen (13)			
Total Processing Time:	32 days, 4 hours and 40 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter Request with attached disaster report duly signed by the authorized office addressed to the DSWD FO Regional Director thru DRMD	1. Receive and record the documents submitted by the requesting LGU. 2. Notify requesting party on the lacking documents (if there is) and issue acknowledgement receipt of the documents submitted.	None	5-15 minutes	<i>DRRS Receiving Officer</i>
	3. Review request details, verify request information based on submitted DROMIC report 4. Prepare request receipt and	None	14 days	DRRS and SWADT

	<p>endorsement letter for review and approval of section head and division chief.</p> <p>5. Prepare communication letter to LGU informing that request letter now endorsed to Central Office.</p>			
	<p>6. Identify Mode of Payment, coordinate with identified staff, office regarding mode of payment</p>			DRRS
	<p>7. Prepare and facilitate signing of OB/DV and other attached documents.</p> <p>8. Records voucher and forward to Budget Section for Obligation.</p> <p>9. Monitor/coordinate status of documents at accounting section</p> <p>10. Approve DV, coordinate with SWADT/LGU regarding schedule of payout and Admin office of logistical support.</p> <p>11. Social Preparation at the LGU.</p> <p>12. Process DV for encashment based on the identified mode of payment</p> <p>13. Encash cheque and conduct payout</p>	None	18 days	DRRS, FMD, and SWADT

TOTAL	None	32 days, 4 hours and 40 minutes
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20.3. Regional Resource Operation Center

20.3.1. Volunteer's Registration and Deployment

Provision of volunteer services during DSWD Disaster Operations (e.g. Repacking of Relief Goods, Reconditioning/Sorting/Loading/Unloading of Goods).

Office or Division:	Regional Resource Operations Center Disaster Response Management Division	
Classification:	Non-Frontline Service	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Any interested person/group (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any Valid Identification Card		Client
2. Filled-up Registration		Regional Resource Operations Center
3. Waiver Forms		
Total No. of Steps:	Five (5) Steps	
Total Processing Time:	One (1) Hour and Ten (10) Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with RROC Focal Person on schedule for volunteer activities	1. Received information, set schedule, inform interested party of date scheduled of volunteering.	None	3 minutes	<i>Production In-charge</i>
Proceed to registration and signing of waiver	2. Check documents if properly signed and filled-up with correct/exact information	None	2 minutes	<i>Production In-charge</i>
3. Proceed to orientation area	3.1 Conduct orientation on the role of	None	30 minutes	<i>Production In-charge/DBMS In-charge</i>

	volunteers inside the warehouse			
	3.2 Tasking/ deployment	None	5 minutes	<i>Production In-charge</i>
Evaluation	4. Request volunteers for feedback from their volunteer experience to elicit suggestions/ recommendations	None	20 minutes	<i>RROC Head/Warehousing In-charge</i>
Awarding of volunteer Certificates	5. Issuance of certification	None	10 minutes	<i>Admin staff</i>
TOTAL			1 hour and 10 minutes	

20.3.2. Local In-Kind Donations Facilitation

Facilitate assessment, receipt and documentation of Local In-kind Donations

Office or Division:	Regional Resource Operations Center Disaster Response Management Division	
Classification:	Non-Frontline Service	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Any interested person/group	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Acknowledgement Receipt of In-kind Donations		Regional Resource Operations Center
Total No. of Steps:	Three (3)	
Total Processing Time:	Twenty (20) Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with the Donation in-charge	Check for Need of Donated Items and Ensure Compliance to Agency Guidelines on Foreign and Local Donations (Acceptance and Rejection)	None	5 minutes	<i>Donation-in-charge</i>

Turn Over of Donated Goods	ACCEPTANCE OF DONATED ITEMS: Conduct quality (e.g. expiration dates) and quantity checking of the donated goods/items	None	Depends on volume of donations. 10 minutes for simple donations.	Receiving Officer & Donation Unit
Conform Acknowledgement Receipt for In-Kind Donations for DRRM	Prepare Acknowledgement Receipt for In-Kind Donations for DRRM for the acceptance of the donated goods/items	None	5 minutes	Receiving Officer & Donation Unit
TOTAL		None	20 minutes	

20.4. Disaster Response Information and Management Section

20.4.1. DROMIC Reporting

Gathering of data and disaster reporting flow on the affected LGUs of disasters and natural calamities in the region.

Office or Division:	Disaster Response Information and Management Section			
Classification:	Non-Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disaster Reports		LGU, PDOs, SWADTs		
Total No. of Steps:	Seven (7) steps			
Total Processing Time:	3 days and 13 hours			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of report on preparedness measure	1.Preparation of report on preparedness measures	None	12 hours	DRIMS

<p>C/MDRRMO and C/MSWDO addressed to the Regional Director.</p>	<p>-Consolidate the current actions of the field office relative to disaster incidents.</p> <p>-Check the availability of standby fund; the status of FNFI stockpile; the availability of logistics; and the capacity of the workforce.</p> <p>- Prepare a report on the preparedness activities of the Field Office at least twelve (12) hours before the PDRA meeting</p> <p>2. Send the report on preparedness measure to the SWADTs and the Central Office.</p> <p>3. SWADTs to consolidate the report of the LGUs.</p>			
	<p>4. Send the preparedness of the LGUs to DRIMS</p>	<p>None</p>	<p>1 hour</p>	<p>SWADTs</p>
<p>Submission of initial report duly signed by</p>	<p>5. Receive initial report of LGUs</p>	<p>None</p>	<p>1 day</p>	<p>LGU</p>

C/MDRRMO and C/MSWDO addressed to the Regional Director				
Submission of progress report duly signed by C/MDRRMO and C/MSWDO addressed to the Regional Director	6. Receives progress report of LGUs	None	1 day	LGU
Submission of terminal report duly signed by C/MDRRMO and C/MSWDO addressed to the Regional Director	7. Receive terminal report of LGUs	None	1 day	LGU
TOTAL		None	3 days and 13 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.

Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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21. Personnel Administration Section Transactions

21.1. Request for Certificate of Employment

Certificate of Employment (COE) is used to verify the employment history of a former or current employee of DSWD Field Office VIII. Said document is usually requested as it is one of the requirements in applying for employment in other agencies, for loan application and other transactions. The Personnel Administration Section (PAS) receives Five (5) to Ten (10) requests per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular, Casual, and Contractual Employees including MOA and JO Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Personnel Administration Section		
Total No. of Steps:	Five (5) Steps			
Total Processing Time:	One (1) hour and Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing	1. Provide a Request Form to the	None	5 minutes	<i>Admin Staff of PAS</i>

the Request Form.	requesting party.			
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Certificate of Employment.	3. Preparation of Certificate of Employment (COE).	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared COE to the Section Head of PAS for review and countersign.	None	5 minutes	<i>Admin Staff</i>
	3.2. Review and countersigning of COE.	None	5 minutes	<i>Section Head of PAS</i>
	3.3. Give the duly countersigned COE to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	<i>Admin Staff of PAS</i>
	3.4. The admin staff of HRMDD will receive and check the document and forward the	None	5 minutes	<i>Admin Staff of HRMDD</i>

	same to the Division Chief for signature.			
	3.5. Signing of the Certificate of Employment (COE).	None	5 minutes	<i>Division Chief of HRMDD</i>
	3.6. Return the duly signed COE to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>
4. Get the Certificate of Employment from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Certificate of Employment to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	1 hour and 15 minutes	

21.2. Request for Service Record

Service Record is a document which provides a documentary history of an employee's service in an organization. It is often requested by employees for monitoring purposes only. Some are use as one of the requirements in applying for monetization and claim for terminal leave benefits. PAS receives one (1) to five (5) requests for Service Record per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division			
Classification:	Non-Frontline Services			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular, Casual and Contractual Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form			Personnel Administration Section	
Total No. of Steps:	Five (5) Steps			
Total Processing Time:	One (1) hour and Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Service Record.	3. Preparation of Service Record	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared Service Record to the Section Head of PAS for review and signature as "certified correct".	None	5 minutes	<i>Admin Staff of PAS</i>
	3.2. Review and signing of Service Record by the Section Head of PAS.	None	5 minutes	<i>Section Head of PAS</i>
	3.3. Give the duly signed Service Record	None	10 minutes	<i>Admin Staff of PAS</i>

	to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature also as "noted by".			
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	<i>Admin Staff of HRMDD</i>
	3.5. Signing of Service Record the Division Chief of HRMDD	None	5 minutes	<i>Division Chief of HRMDD</i>
	3.6 Return the duly signed Service Record to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>
4. Get the Service Record from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished	5. Issue the Service Record to the requesting	None	5 minutes	<i>Admin Staff of PAS</i>

Client Delight party. Rating Form to PAS.			
TOTAL	None	1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

22. Walk-in Name Matching Data Request

Provision of data corresponding to the **individual/s name matching request** – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office of Division:	National Household Targeting System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card/Proof of Identity			National Household Targeting System – for Poverty Reduction	
Total No. of Steps:	Five (5)			
Total Processing Time:	60 Minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will fill out the Walk-in Name Matching Monitoring Log.	1.1. The Administrative Assistant receives and Check all the details are filled out by the Client. The request is forwarded to the Project Development Officer (PDO) for remarks.	None	5 minutes	<i>Administrative Assistant III</i>
	1.2. The Project Development Officer IV will interview the client to assess if the request is valid or necessary.	None	10 minutes	<i>Project Development Officer IV</i>
	If approved, the Information Technology Officer will process Name Matching Application and perform Manual	None	30 minutes	<i>Information Technology Officer</i>

	Verification thereafter.			
	The CSV results file will be endorsed to the Project Development Officer IV	None	10 minutes	<i>Information Technology Officer</i>
Receive Name Matching Result	The result of name matching will be presented by the Project Development Officer IV	None	5 minutes	<i>Project Development Officer IV</i>
TOTAL		None	60 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC)

	8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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23. Data Sharing – Name Matching Process

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office of Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Letter of Request (indicating reasons for name-matching) - Electronic copy of the names to be matched with the prescribed Template. First Name, Middle Name, Last Name, Extension Name, Date of Birth (MM)(DD)(YYYY) format, Province, City/Municipality, Barangay 		National Household Targeting System		
Total No. of Steps:	Nine (9)			
Total Processing Time:	3 Days, 6 Hours, 10 Minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS/DSWD.	<p>The Administrative Assistant receives and records the request in the DTS (DSWD Document Tracking System). The request is forwarded to the Data Privacy Officer and for approval.</p> <p>The Administrative Assistant will advise the requesting party that they will receive an email or call after</p>	None	10 minutes	Administrative Assistant

	1 working day on the approval of their request and the expected schedule of release of the results.			
	The DPO will decide if the request is for processing or not. The request is forwarded to the Project Development Officer IV	None	2 hours	Division Chief Policy and Plans Division / DPO
	Administrative Assistant will inform the requesting party on the approval/disapproval of the data request.	None	10 minutes	Project Development Officer IV
	The approved request is endorsed to the Information Technology Officer to assess if the attached electronic copy of names is in accordance with the template required. The Information Technology Officer shall inform the Administrative Assistant on the schedule of release of the results.	None	1 hour	Information Technology Officer
	Depending on the volume or number of names to be matched, the Information Technology Officer will process the request on set deadline.	None	30 days (maximum 10,000 names) 3 days (maximum 300 names)	Information Technology Officer
	The Information Technology Officer will secure the data by adding password protection to the file.	None	2 hours	Information Technology Officer

	After securing the data, the Information Technology Officer will prepare Data Release Form (DRF), and burn results in a compact disc(CD). then forward it to the Project Development Officer IV			
	The Project Development Officer IV will sign the Release Form.	None	30 Minutes	Project Development Officer IV
	The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	15 minutes	Administrative Assistant
Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru phone) the Information Technology Officer for the password of the file.	None	5 minutes	Information Technology Officer
TOTAL		None	3 days, 6 hours, 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500

How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

24. Data Sharing – Data Generation Process

Office of Division:	National Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to LGU
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations and LGUs for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> - Letter of Request (indicating reasons for Data Generation) - Special Order or Executive Order for Designated Data Protection Officer (DPO) - Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) - Sangguniang Panlalawigan/Panglungsod Resolution Authorizing the Governor or Mayor to enter into MOA with DSWD (for LGU) 	WHERE TO SECURE National Household Targeting System

<ul style="list-style-type: none"> - Documents attesting to the legitimacy of the Organization (e.g. SEC Registration, Government Accreditation / for NGOs, CSOs, Private Foundations) - Valid Proof of Identities of the agency head and DPO (for NGOs, CSOs, Private Organizations) - Physical Setup Certification and Organizational, Technical, and Security Setup Certification - Memorandum of Agreement 				
Total No. of Steps:		13		
Total Processing Time:		10 Days, 13 Hours, 5 Minutes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request on Data Sharing (Data Generation) to (DSWD) National Household Targeting System – for Poverty Reduction (NHTS-PR).	1.1. Administrative Assistant receives and records the request in the <i>DTS Document Tracking System</i> . The request is forwarded to the Data Protection Officer for approval. 1.2. Administrative Assistant will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request.	None	5 minutes	<i>Administrative Assistant</i>
	1.3. Data Protection Officer will decide if the request is for processing or not. The request is forwarded to Project Development	None	4 hours	<i>Data Protection Officer</i>

	Officer IV			
	1.4. Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	<i>Project Development Officer IV</i>
2. Requesting Party will attend the scheduled orientation with the Data Protection Officer and Project Development Officer.	2.1. Orientation on Listahanan, Data Privacy Act, data sharing policy, and requirements.	None	2 hours	<i>Project Development Officer IV</i>
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting System	3.1. The signed MOA and other requirements will be forwarded to the IT Division for scheduling of the facilities inspection and orientation of the requesting party's Data Processor and Data Protection Officer	None	20 minutes	<i>Client</i>
4. Present the IT facilities to the NHTS Inspection Team.	4.1. Inspection of IT facilities of the requesting party, issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification), and orientation of the	None	4 hours	<i>Inspection Team</i>

	client's designated Data Processor and Data Protection Officer.			
	4.2. Certifications will be attached to the MOA and endorsed by the NHTS to the Data Protection Officer.	None	2 hours	<i>Project Development Officer IV</i>
	4.3. Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for Director signature.	None	1 day	DSWD DPO
	4.5. Office of the Regional Director will review the MOA. Once signed, the MOA will be endorsed to the NHTS for data processing.		3 days	Office of the Regional Director
	4.6. Information Technology Officer will process the request on set deadline	None	5 days	<i>Information Technology Officer</i>
	4.7. The Information Technology Officer will secure the data by adding password protection to the file. After securing the data, the	None	1 day	<i>Information Technology Officer</i>

	Information Technology Officer will prepare data release form and burn results in a compact disc (CD). The Information technology Officer will counter sign in the DRF, then forward the documents to the Project Development Officer			
	4.8. The Administrative Assistant will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Unit
5. Call NHTS for retrieval of password.	5.1. Upon receiving the result from NHTS, the requesting party will contact (thru phone) Information Technology Officer for the password of the file.	None	5 minutes	<i>Information Technology Officer</i>
TOTAL		None	10 days, 13 hours, 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered

	through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints are processed	Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

25. Data Sharing – Statistical Data Request

Office of Division:	National Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to LGU
Who may avail:	All NGAs, GOCCs, NGOs, LGUs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Letter of Request (indicating reasons for Data Generation)	National Household Targeting System
Total No. of Steps:	5
Total Processing Time:	3 Days, 8 Hours, 50 Minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request (Statistical Data) addressed to the DSWD Director to the National Household Targeting Section (NGAs, CSOs / NGOs, LGUs, academe etc.)	<p>The Administrative Assistant receives and records the request in the DTS (DSWD Document Tracking System). The request is forwarded to the Data Protection Officer for approval.</p> <p>Administrative Assistant will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request.</p>	None	5 minutes	<i>Administrative Assistant</i>
	The DPO will decide if the request is for processing or not. The request is forwarded to the PDO IV.	None	4 hours	<i>Data Protection Officer</i>
	Inform the client on the approval or disapproval of the data. If approved, the request will be forwarded to the PDO.	None	30 minutes	<i>Project Development Officer IV</i>
	If approved, the PDO shall endorse the approved request to the Regional Associate	None	5 minutes	<i>Project Development Officer IV</i>

	Statistician for data generation.			
	The Regional Associate Statistician shall generate the requested data from the Listahanan database. The generated statistical data can be in excel or in any format available.	None	3 days	<i>Regional Associate Statistician</i>
	The Project Development Officer shall endorse the facilitated data request to the Data Protection Officer for approval and release.	None	4 hours	<i>Project Development Officer</i>
2. Receive the data requested	Administrative Assistant will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	<i>Administrative Assistant</i>
TOTAL		None	3 days, 8 hours, 50 minutes	

Field Office VIII Internal Services

1. Personnel Administration Section Transactions

1.1. Request for Certification of Leave Credits

Certificate of Leave Credits (CLC) is a document which provides accurate data on the Leave Credits Balances of regular, casual and contractual employees. This document is necessary in applying for terminal leave claim, transfer to another government agency, and for monitoring purposes. The Personnel Administration Section (PAS) receives one (1) to three (3) requests per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular, Casual and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Personnel Administration Section		
Total No. of Steps:	Five (5)			
Total Processing Time:	One (1) hour and Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Certificate of Leave Credits.	3. Preparation of Certificate of Leave Credits (CLC).	None	15 minutes	<i>Concerned Admin Staff of PAS</i>
	3.1. Endorse the prepared CLC to the	None	5	<i>Admin Staff of</i>

	Section Head of PAS for review and countersign.		minutes	PAS
	3.2. Review and countersigning of the CLC.	None	5 minutes	Section Head of PAS
	3.3. Give the duly countersigned CLC to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	Admin Staff of PAS
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	Admin Staff of HRMDD
	3.5. Signing of the Certificate of Leave Credits (CLC).	None	5 minutes	Division Chief of HRMDD
	3.6. Return the duly signed CLC to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	Admin Staff of HRMDD Admin Staff of PAS
4. Get the	4. Advise the			

Certificate of Leave Credits from PAS and accomplish the Client Delight Rating Form.	requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Certificate of Leave Credits to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	One (1) hour and 15 minutes	

1.2. Request for Payslip

Pay Slip is a kind of document which contains the amount paid to an employee. It also indicates all the deductions made out of an employee's monthly salary. Said document is being requested for monitoring purposes, while others use it as a requirement in applying for a loan or credit card. The Personnel Administration Section receives Ten (10) to Fifteen (15) requests for Pay Slip per day.

Office or Division:	Personnel Administration Section Human Resource Management & Development Division			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular, Casual and Contractual Employees including MOA and JO Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Personnel Administration Section		
Total No. of Steps:	Five (5)			
Total Processing Time:	One (1) hour and Fifteen (15) minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request by accomplishing the Request Form.	1. Provide a Request Form to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>

2. Submit the duly accomplished Request Form to the admin staff of PAS.	2. Receive the duly accomplished Request Form and assign a control number. Then forward the same to the Section Head of PAS for approval.	None	5 minutes	<i>Admin Staff of PAS</i>
3. Wait for the release of the requested Pay Slip.	3. Preparation of Pay Slip	None	15 minutes	<i>Admin Staff of PAS</i>
	3.1. Endorse the prepared Pay Slip to the Section Head of PAS for review and countersign.	None	5 minutes	<i>Admin Staff of PAS</i>
	3.2. Review and countersigning of Pay Slip.	None	5 minutes	<i>Section Head of PAS</i>
	3.3. Give the duly countersigned Pay Slip to the staff in-charge of outgoing documents who will in turn log and transmit the same to the Office of the Division Chief of HRMDD for signature.	None	10 minutes	<i>Admin Staff of PAS</i>
	3.4. The admin staff of HRMDD will receive and check the document and forward the same to the Division Chief for signature.	None	5 minutes	<i>Admin Staff of HRMDD</i>
	3.5. Signing of the Pay Slip.	None	5 minutes	<i>Division Chief of HRMDD</i>

	3.6. Return the duly signed Pay Slip to PAS. Then, the admin staff of PAS will inform the requesting party that the requested document is ready for release.	None	10 minutes	<i>Admin Staff of HRMDD</i> <i>Admin Staff of PAS</i>
4. Get the Pay Slip from PAS and accomplish the Client Delight Rating Form.	4. Advise the requesting party to accomplish the Client Delight Rating Form so as to get feedback about the kind of service provided by PAS.	None	5 minutes	<i>Admin Staff of PAS</i>
5. Submit the accomplished Client Delight Rating Form to PAS.	5. Issue the Pay Slip to the requesting party.	None	5 minutes	<i>Admin Staff of PAS</i>
TOTAL		None	1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis. AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Magsaysay Boulevard, Tacloban City 6500
How complaints	Complaint letter received by the Office of the Regional

are processed	Director shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

List of Offices

Office	Address	Contact Information
Regional Director's Office	DSWD Field Office VIII, Magsaysay Blvd., Tacloban City	18001
Office of the Regional Director		18002
Office of the Assistant Regional Director for Administration		18003
Office of the Assistant Regional Director for Operation		18004
Promotive Services Division		18005
Protective Services Division		18006
Policy and Plans Division		18007
CAO Office		18008
SAO Office		18009
Kalahi Program		18010
Pantawid Program		18011
Sustainable Livelihood Program		18012
Accounting Section		18013
Budget Section		18014
Cash Section		18015
Procurement Section		18016
Property and Supply Section		18017
Records Section		18018
Personnel Section		18019
Human Resource Section		18020
Capability Building Unit		18021
Social Marketing Unit		18022
Provincial Operation's Office		18023
DRMD		18024
SOCPEN Section		18025
SOCTECH Section		18026
Crisis Intervention Section		18027
Admin Section		18028
Guard		18029
Capability Building Section		18030
Unconditional Cash Transfer		18031
Standard Section		18032
NHTS		18033
Planning Section		18034

RICTM Section		18035
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