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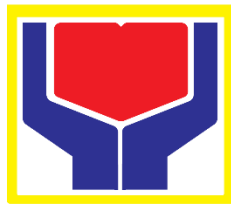
Department of Social Welfare and Development

Field Office 8 - Eastern Visayas

**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

FIELD OFFICE VIII

**CITIZEN'S CHARTER
2025 (1ST Edition)**



DSWD

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**CITIZEN'S CHARTER
2025 (1ST Edition)**

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:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development (SWD) sector, the DSWD develops, implements, enables, and coordinates SWD 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 our clients 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.

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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FIELD OFFICE VIII

EXTERNAL SERVICES

ADMINISTRATIVE DIVISION

EXTERNAL SERVICES

1. Issuance of Gate Pass for Properties for Repair/ Replacement / Transfer/Disposal/Other Modes of Disposition

Issued for properties which are to be brought outside of DSWD premises for repair or replacement by the supplier and for properties that are to be disposed through sale/transfer/other mode of disposition.

Office or Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities
Who may avail:	Property and Supply Custodian
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass	1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
2. Property/ies to be brought outside the DSWD premises	2. To be prepared by the DPSC of concerned Office without any prescribed format
<u>In the absence of the authorized signatory secure any of the following:</u> 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises <u>Properties for repair/replacement attach:</u> 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter	1. Records and Archives Management Section (RAMS) 2. Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession; 3. From the: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for Order of succession 1. Issued by the supplier/contractor

2. 1 photocopy of Technical Assistance Report 3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 4. 1 photocopy of PAR/ICS if property is under warranty 5. 1 photocopy of government issued ID and company ID of client or representative <u>For loaned properties to be returned to supplier attach:</u> 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt 3. 1 photocopy of government issued ID and company ID of client or representative		2. From concerned DSWD Office (IT Equipment – RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSS; Maintenance Equipment – GSS) 3. Procurement Section 4. From the accountable personnel 5. From supplier or representative 1. Issued by the supplier/contractor 2. Issued by the Security Personnel upon entry of the property, from supplier or contractor 3. From supplier or representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Section Head Property and Supply Section
	1.2 Review if the Gate Pass is complete and with attachments (PPIP and other supporting documents) Complete/Duly Accomplished:	None	5 Minutes	Section Head Property and Supply Section

	<ul style="list-style-type: none"> Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval <p>Incomplete/ with discrepancy:</p> <ul style="list-style-type: none"> Return the Gate Pass to the requestor/ DPSC for proper accomplishment 			
	1.3 Approve the Gate Pass	None	2 Minutes	<i>Section Head</i> Property and Supply Section
	1.4 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>Section Head</i> Property and Supply Section
	1.5 Forward copy of the approved Gate Pass to: <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security 	None	5 Minutes	<i>Section Head</i> Property and Supply Section

	Guard On-Duty/ Property Officer c. Triplicate – Property Office copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass <u>With discrepancy:</u> Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises. <u>Without discrepancy:</u> Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client. 2.2 Scan the barcode of the Gate Pass to record the time when the property was	None	15 Minutes	<i>Section Head Property and Supply Section</i>

	brought outside the DSWD in PREMIS.			
	2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property and Supply Section (PSS). 2.4 The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.	None	5 Minutes	Section Head Property and Supply Section
	2.5 File gate pass for safekeeping and future reference.	None	6 Minutes	Section Head Property and Supply Section
TOTAL		NONE	43 Minutes	

2. Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office or Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices

	c. Non-renewal of Contract d. Terminated e. Retired			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. <u>Without Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement B. <u>With Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability <u>In Case of Lost:</u> 1. With request for relief from property accountability due to loss - one (1) copy of COA decision 2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)		A. <u>Without Property Accountability</u> 1. Personnel Administration Division with prescribed format 2. From Client B. <u>With Property Accountability</u> 1. Personnel Administration Division (PAD) with prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 3. Submitted by the personnel applying for property clearance with signature of the new end user <u>In Case of Lost:</u> 1. DSWD Commission on Audit without prescribed format 2. Property Supply and Asset Management Division (PSAMD) without prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.	None	15 Minutes	<i>Section Head Property and Supply Section</i>
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	<i>Section Head Property and Supply Section</i>
	1.2.1 If No Accountability/ies - the property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of	None	1 Day	<i>Section Head Property and Supply Section</i>

	<p>property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.</p> <p>1.2.2 With Accountability/ies - Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability</p>			
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.	None	4 Hours	<i>Section Head Property and Supply Section</i>
	2.2 Check the "cleared" box and affix the signature in the clearance form	None	10 Minutes	<i>Section Head Property and Supply Section</i>
	2.3 The property personnel shall scan signed clearance form; record in clearance logbook/ monitoring sheet, forward to	None	15 Minutes	<i>Section Head Property and Supply Section</i>

	the next office concerned.			
	2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	Section Head Property and Supply Section
	TOTAL:	NONE	2 Days, 4 Hours, 55 Minutes	

3. Receiving Request for Information

To provide the process in dealing with requests for information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations pursuant to Executive Order No. 02 dated 23 July 2016 on Freedom of Information (FOI), entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefore.

Office or Division:	Records And Archive Management Section		
Classification:	Covered by special law (Executive Order No. 02, s. of 2016)		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Individuals with Filipino Citizenship		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Request (through FOI Request Form) 1. Must Accomplish FOI Request Form a. State your complete name, contact information and purpose of your request b. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo		Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal	
Online Requests (through eFOI portal) 2. Visit the eFOI website a. Choose <u>Make a Request</u> icon b. Select <u>Department of Social Welfare and Development</u> c. Click on <u>Write My Request</u> d. Ensure all the mandatory fields are filled out e. Attach one (1) photocopy of government issued I.D or valid		Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/	

school I.D (for registered students) (front and back) with photo. f. Create an account				
If unable to make a written request, because of illiteracy or disability 3. Visit the nearest DSWD Office or directly contact at (02) 8-951-7119 for inquiries		Requesting may visit the nearest DSWD Office		
For Requests through EFOI Portal				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the eFOI Portal	1.1 Receive and review the completeness of the request and correctness of supporting documents 1.1.1 Check if the details provided in the eFOI is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo 1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request. 1.2 If incomplete and with clarification, notify the requesting party	None	1 Hour	Section Head Records and Archives Management Section

	<p>through an e-mail or reply in the eFOI Portal and wait for the requesting party's response.</p> <p>1.3 If a response is not received within 60 calendar days, the system will automatically close the request.</p>			
	<p>1.4 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.4.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> a. Available online. b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the "referral" 	None	2 Hour (end of process)	Section Head Records and Archives Management Section

	option in the eFOI portal; 1.4.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party. 1.4.3 Attach a link to the Client Satisfaction Measurement Form			
	1.5 Accept if the request is accurate and complete. 1.5.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker	None	1 Hour and 45 Minutes	Section Head Records and Archives Management Section
	1.6 Update status in the ISO registered FOI Monitoring Tool	None	15 Minutes	Section Head Records and Archives Management Section
	1.7 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	Section Head Records and Archives Management Section
	1.8 Determine if the request is simple or complex. • If simple , draft a reply letter	None	7 Hours and 55 Minutes	Section Head Records and Archives Management Section

	<p>addressed to the client. Send the reply to the client by uploading in the eFOI Portal.</p> <ul style="list-style-type: none"> • If complex, conduct research. <p>1.8.1 Coordinate with concerned OBSU/s.</p> <p>1.8.2 Prepare a letter reply to the client.</p> <p>1.8.3 Upload in the eFOI the letter reply to the client.</p>			
	1.9 Print the screenshots of the request	None	15 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.10 Prepare memorandum to concerned OBSU/s	None	2 Hours	<i>Section Head</i> Records and Archives Management Section
	1.11 Endorse the draft memorandum to the Office of the Director (OD) through email and hard copy	None	15 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.12 Review the printed draft memorandum and recommend its approval to the FDM	None	3 Hours and 20 Minutes	<i>Section Head</i> Records and Archives Management Section

	<ul style="list-style-type: none"> • If documents are found to be in order, refer to step 11. • If the documents need revisions, the OD staff will send back the drafts with comments to FDM Process focal for enhancement. 			
	1.13 Revise the draft memorandum and incorporate the comments.	None	15 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.14 Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.15 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.16 FDM shall review the printed draft memorandum. <ul style="list-style-type: none"> • If the draft memorandum is found to be in order, FDM shall approve it. • If the draft memorandum 	None	35 Minutes	<i>Section Head</i> Records and Archives Management Section

	<p>m needs revision, FDM will send back to OD staff the documents with comments.</p> <p>1.16.1 OD Staff shall return to the LS FOI Focal, the documents for revision. Then proceed to step 8</p>			
	1.17 Sign the memorandum to the OBSU	None	7 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.18 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.	None	20 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.19 Send the hard copy of the signed memorandum to the concerned OBSU/s	None	30 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.20 Receive the referral through a memorandum from the FOI Decision Maker	None	15 Minutes	<i>Section Head</i> Records and Archives Management Section
	<p>1.21 Retrieval of the requested data:</p> <p>If the Office/s concern does not maintain the requested information, they</p>	None	16 Hours.	<i>Section Head</i> Records and Archives Management Section

	must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i>			
	<p>1.22 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM.</p> <p>For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO for not more than 10 working days.</p>	None	<p>(18.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(18.3) Complex Requests: 159 hrs. and 5 mins.</p>	Section Head Records and Archives Management Section
	1.23 Forward to the FOI Receiving Officer the requested data.	None	1 hour and 20 minutes	Section Head Records and Archives Management Section
	1.24 Receive response from the CO/FO OBSD/s holding the information	None	15 minutes	Section Head Records and Archives Management Section
	<p>1.25 The FRO Process Focal shall collate and ensure that the information is complete</p> <ul style="list-style-type: none"> • If found to be incomplete, 	None	1 hour	Section Head Records and Archives Management Section

	return the same to the concerned office/s for compliance.			
	1.26 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	5 hours	<i>Section Head</i> Records and Archives Management Section
	1.27 Sign the letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	40 minutes	<i>Section Head</i> Records and Archives Management Section
	1.28 Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour and 30 minutes	<i>Section Head</i> Records and Archives Management Section
	1.29 Update status of request in the FOI Monitoring Tool and file copy of endorsement letter to the requesting party	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	TOTAL:	None	Standard Request - 12 Working days and 38 Minutes	

			Complex Request - 23 Working days and 19 Minutes (covered by EO 02 s2016)	
For Standard Request through FOI Request Form				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the Manual Request (FOI Form)	<p>1.1 Review the completeness of the request and supporting document.</p> <p>If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo.</p> <p>If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p>If incomplete and with clarification, return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a</p>	None	1 hour	Section Head Records and Archives Management Section

	response is not received within 60 calendar days, the request is deemed closed.			
	<p>1.2 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.2.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> a. Available online. b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department <p>1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO/ Regional Director</p> <p>1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the</p>	None	5 hours (end of process)	Section Head Records and Archives Management Section

	requesting party, through: a. electronic mail; or b. courier service			
	1.3 Accept if the request is accurate and complete.	None	45 minutes	<i>Section Head</i> Records and Archives Management Section
	1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.	None	2 hours.	<i>Section Head</i> Records and Archives Management Section
	1.5 Sign the prepared memorandum	None	1 hour	<i>Section Head</i> Records and Archives Management Section
	1.6 Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	1.7 Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.8 Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	<i>Section Head</i> Records and Archives Management Section
	1.9 Determine if the request is simple or complex. • If simple , draft a reply letter addressed to the client. Send the reply to the client by email	None	(8.1) 10 minutes (8.2)	<i>Section Head</i> Records and Archives Management Section

	<ul style="list-style-type: none"> If complex, conduct research. <p>1.9.1 Coordinate with concerned CO / FO OBSU</p>		7 hours and 10 minutes	
	1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	<i>Section Head</i> Records and Archives Management Section
	1.11 Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.12 Print the draft memorandum to CO / FO OBSU/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	<i>Section Head</i> Records and Archives Management Section
	<p>1.13 Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD</p> <p>If documents are found to be in order, refer to step 10.</p> <p>If the documents need revisions,</p>	None	1 hour	<i>Section Head</i> Records and Archives Management Section

	the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.			
	1.14 Revise the draft memorandum and incorporate the comments.	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.15 Re-submit to the LS-OD / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.16 Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	<p>1.17 FDM / FO FOI Focal will review the printed draft memorandum.</p> <p>If the draft memorandum is found to be in order, FDM shall approve it.</p> <p>If the draft memorandum needs revision, FDM / FO FOI Focal will send back to OD personnel the documents with comments.</p>	None	<p>30 minutes</p> <p>20 minutes</p> <p>15 minutes</p>	<i>Section Head</i> Records and Archives Management Section

	1.18 OD personnel shall return to the LS / FO FOI Focal, the documents for revision. Then proceed to step 13			
	1.19 Sign the memorandum to the concerned CO / FO OBSDs	None	2 minutes	<i>Section Head</i> Records and Archives Management Section
	1.20 Record, scan, and send the signed memorandum to the concerned CO / FO OBSDs through email to notify them.	None	20 minutes	<i>Section Head</i> Records and Archives Management Section
	1.21 Send the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	1.22 Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.23 Retrieval of the requested data: If the Office/s concern does not maintain the requested information , they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI	None	(21.1) 16 hrs.	<i>Section Head</i> Records and Archives Management Section

	Focal. Proceed to step 23			
	<p>For standard requests, transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal.</p> <p>For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.</p>	None	<p>(21.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(21.3) Complex Requests: 159 hrs. and 5 mins.</p>	Section Head Records and Archives Management Section
	1.24 Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	Section Head Records and Archives Management Section
	1.25 Receive a response from the CO / FO OBSD holding the information	None	15 minutes	Section Head Records and Archives Management Section
	1.26 The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete	None	1 hour and 15 minutes	Section Head Records and Archives Management Section

	If found to be incomplete, return the same to the concerned office/s for compliance.			
	If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	<i>Section Head</i> Records and Archives Management Section
	1.27 Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	<i>Section Head</i> Records and Archives Management Section
	1.28 Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	<i>Section Head</i> Records and Archives Management Section
	1.29 Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting party.	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	TOTAL:	None	Standard Request - 12 working days and 50 minutes Complex Request - 23 working days and 49 minutes (Covered by EO 02 s2016)	

FINANCIAL MANAGEMENT DIVISION (FMD)

EXTERNAL SERVICES

1. Processing of BIR Form 2322 : Certificate of Donation

This covers the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deduction from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	Accounting Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients		
<i>A. Requesting of Certificate</i>		
1. Request form for Certificate of Donation (1 Original Copy)		Accounting Section Schedule of request: Monday – Friday 8:00 AM – 5:00 PM
2. Signed and Notarized Deed of Donation (1 Original Copy)		Requesting Party/Donor
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		For Cash Donation - Cash Section For Donations in Kind - Office in DSWD who received the donation
<i>B. Claiming of Certificate</i>		
4. Claim Stub (1 Original Copy)		Accounting Section
For online clients		

A. Requesting of Certificate				
1. Request form for Certificate of Donation (1 Electronic Copy)		Download and print the request form from https://tinyurl.com/RequestCertificateofDonation (Downloadable Form: DSWD-FMS-GF-002 - Request Form for Certificate of Donation.		
2. Signed and Notarized Deed of Donation (1 Electronic Copy)		Requesting Party/Donor		
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)		For Cash Donation - Cash Section For Donations in Kind - Office in DSWD who received the donation		
B. Claiming of Certificate				
4. E-mail Acknowledgement Receipt (1 Printed Copy) • Signed and Notarized Deed of Donation (1 Original Copy) • Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		E-mail from accounting.fo8@dswd.gov.ph Requesting Party/Donor For Cash Donation - Cash Section (FO) For Donations in Kind - Office in DSWD who receive the donation		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/Donor		
• Government-issued IDs (1 Photocopy each)		• Requesting Party/Donor and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Visit the Accounting Section in the Field Offices to secure the request form. -or- Secure the request form by visiting the link and download the form via https://tinyurl.com/RequestCertificateofDonation	1. Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	<i>Administrative Aide IV/ Incoming Clerk Accounting Section</i>
2. Fill-out and submit the request form together with the required supporting documents to the Accounting Section.	2. The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.	None	6 Minutes (Walk-in/ Online)	<i>Administrative Aide IV/ Incoming Clerk Accounting Section</i>
-or- Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting.fo8@dswd.gov.ph with the subject "ATTENTION: REQUEST FOR CERTIFICATE OF	-or- If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming. <i>Note: Only requests with complete requirements</i>			<i>Administrative Officer IV Accounting Section</i>

DONATION". <i>Note:</i> The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/ chat/ call from the Accounting Staff on the schedule to claim the Certification.	shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.			
	2.1 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.	None	5 Minutes	Administrative Officer IV Accounting Section
	2.2 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Chief Accountant or the Authorized Representative.	None	6 Days, 7 Hours	Accountant III/ Section Head Accounting Section
	2.3 The Accounting Staff shall update the status of request for certificate on the monitoring file. <i>Note:</i> All certificates that are ready for release shall be issued to the requesting party/ies.	None	10 Minutes	Administrative Officer IV Accounting Section

<p>3. The donor/ authorized representative shall personally visit the Accounting Section, wait for the release of the Certification, and receive and sign the logbook for acknowledgement.</p> <p>Note: The Client shall present the following documents:</p> <p>a. claim stub for walk-in requests</p> <p>-or-</p>	<p>3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Administrative Officer IV</i> Accounting Section</p>
<p>b. printed email acknowledgement receipt together with the original copy of required documents for online requests</p> <p>c. authorization letter from the donor and photocopy of government - issued ID of the donor and his/her authorized representative, if applicable</p>				
<p>4. Fill-out the provided customer feedback form for the service availed.</p>	<p>4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen - and - paper/</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Administrative Officer IV</i> Accounting Section</p>

	online) to the requesting party for the service provided.			
	TOTAL:	None	6 Days, 7 Hours, 30 Minutes	

2. Processing of Request for Accounting Certifications for Former DSWD Employees

This covers the processing of requests of DSWD separated employees for the certifications in the Accounting.

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)y

Office or Division:	Accounting Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Former employees of the Department or his/her authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For online clients	

<i>A. Requesting of Certificate</i> 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy) 2. Government-issued ID of the requesting party (1 Photocopy)		Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM Requesting Party/Formal DSWD employee		
<i>B. Claiming of Certificate</i> 3. Claim Stub (1 Original Copy)		Accounting Section		
For online clients				
<i>A. Requesting of Certificate</i> 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)		Download and print the request form from https://tinyurl.com/RequestAccountingCertification (Downloadable Form: DSWD-FMS-GF-001 - Request Form for Accounting Certifications of Former DSWD Employees)		
2. Government-issued ID of the requesting party (1 Electronic Copy)		Requesting Party/ Former DSWD employee		
<i>B. Claiming of Certificate</i> 1. E-mail Acknowledgement Receipt (1 Printed Copy)		Accounting Section		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/ Former DSWD employee		
• Government-issued ID of the representative (1 Photocopy)		• Former DSWD employee’s Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Visit the Accounting Section in the Field Offices to fill-out the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link or download the form via https://tinyurl.com/RequestAccountingCertification</p>	<p>1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)</p>	None	5 Minutes	Administrative Aide IV/ Incoming Clerk Accounting Section
<p>2. Fill-out and submit the form together with the required supporting documents to the Accounting Section.</p> <p>-or-</p> <p>Fill-out and submit the form together with the supporting documents or email the documents via accounting.fo8@dswd.gov.ph with the subject "ATTENTION: REQUEST FOR ACCOUNTING CERTIFICATION OF FORMER DSWD EMPLOYEES".</p> <p><i>Note:</i> The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>2. The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents.</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p><i>Note:</i> Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the</p>	None	5 Minutes (Walk-in/Online)	<p>Administrative Aide IV/ Incoming Clerk Accounting Section</p> <p>Administrative Officer IV Accounting Section</p>

	client.			
	2.1 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.	None	5 Minutes	<i>Administrative Officer IV</i> Accounting Section
	2.2 The Accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	For walk-in: <i>Administrative Aide IV/ Incoming Clerk</i> Accounting Section For online: <i>Administrative Officer IV</i> Accounting Section

	2.3 The Accounting Staff shall prepare the Certificate for Accounting Certification for review/ approval of the Chief Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<i>Accountant III/ Section Head</i> Accounting Section
	2.4 The Accounting Staff shall update the status of request for certificate in the monitoring file. <i>Note:</i> All certificates that are ready for release shall be issued to the requesting party/ies	None	15 Minutes	<i>Administrative Officer IV</i> Accounting Section
3. The client shall present the following to the Accounting staff - in - charge to receive the Certification: a. claim stub for walk-in requests b. printed email acknowledgement for online requests c. authorization letter from the former employee and photocopy of government-issued ID	3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and assist the client to sign in the logbook as a proof that the Certification has been received.	None	5 Minutes	<i>Administrative Officer IV</i> Accounting Section

of the former employee and his/her authorized representative, if applicable. Then, sign the logbook for acknowledgement.				
4. Fill-out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen - and - paper/online) to the requesting party for the service provided.	None	2 Minutes	<i>Administrative Officer IV</i> Accounting Section
	TOTAL:	None	6 Days, 1 Hour, 32 Minutes	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

EXTERNAL SERVICES

1. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers

The Certificate of Employment (COE) is issued to separated Officials and employees in the Central Office (CO) who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	Section Head Personnel Administration Section
2. Wait for advice of the assigned PAS Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request.	None	2 Days, 4 hours (depending on the period of retrieving the files)	Section Head Personnel Administration Section

	2.1 Draft/print and forward the COE following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> • Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE 			
	2.2. If the COE is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the COE and one Customer Feedback Form for accomplishment			<i>Section Head</i> Personnel Administration Section
	2.3. Authorized Certifying authority shall review/ sign/initial the COE.	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Section Head</i> Personnel Administration Section
	2.4. Inform the client that the COE is ready for releasing via e-mail/SMS/call.	None	10 minutes	<i>Section Head</i> Personnel Administration Section

3. If the COE is for pick-up, proceed to PAS and get the requested document. If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	Section Head Personnel Administration Section
	TOTAL	None	3 Days	

2. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Separated Officials and Employees

The CLWOP/CNLWOP is issued to separated Officials and employees in the Central Office (CO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have LWOP for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS. <i>(Write contact details as well for courier purposes, if needed)</i> and submit	1. Receive the complete documents submitted. 1.1. Forward the request to the PAS Focal Person.	None	5 minutes	Section Head Personnel Administration Section

to PAS together with complete supporting documents.				
2. Wait for advice of the assigned Focal Person.	3. Review the documents submitted and check if the client already has an encoded ELARS1. 3.1. If there is none, encode the ELARS. 3.2. If there is an encoded ELARS, proceed to step 2.4. 3.3. If there is an encoded and reviewed ELARS, proceed to step 2.6. 3.4. Review/check the ELARS vis-à-vis the leave card. 3.5. Reprint the corrected ELARS, if errors are found. 3.6. Encode the needed details to the CLWOP / CNLWOP, print the issuance and attach the necessary documents.	None	6 days, 4 hours and 35 minutes (May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)	<i>Section Head Personnel Administration Section</i>

	<p>2.7. The Focal Person shall forward the CLWOP / CNLWOP to the Certifying Authority for certification.</p> <p>2.8. The Certifying Authority shall sign the CLWOP / CNLWOP.</p>	None	2 hours	<p><i>Section Head</i> Personnel Administration Section</p> <p><i>Division Chief</i> HRMDD</p>
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	<p>3. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call / chat.</p> <p>3.1. Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p>3.2. If through courier service, proceed to step 4.</p> <p>3.3. If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 5.</p>	None	5 minutes	<p><i>Section Head</i> Personnel Administration Section</p>
4. If the Certificate is to be sent via courier service, wait until	4. Outgoing Clerk or Email Custodian	None	1 hour and 5 minutes	<p><i>Section Head</i> Personnel Administration Section</p>

<p>the parcel is sent to the given address.</p>	<p>shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.1. The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</p> <p>4.2. Certifying Authority shall sign the transmittal letter.</p> <p>4.3. Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.4. Forward the document to the Records and Archives Management Section for courier service.</p> <p>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</p>			<p><i>Division Chief</i> HRMDD</p>
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5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP / CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Section Head Personnel Administration Section
TOTAL:		None	7 days	

3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Central Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated officials/employees/COS workers if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the official/employee/COS worker was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Transacting Public				
Who may avail:	Separated Field Office (FO) Officials, Employees and COS Workers				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>(1) HRMDD-PAS Request Form or</td><td>PAS Receiving</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	(1) HRMDD-PAS Request Form or	PAS Receiving
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) HRMDD-PAS Request Form or	PAS Receiving				

formal letter or e-mail request		Area Client		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS	1. Receive or acknowledge request for FO Clearance Certificate from the client and forward to personnel handling requests (via: DRF/email)	None	10 minutes	Section Head Personnel Administration Section
2. Wait for advice of the assigned PAS Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the FO Clearance Certificate on file.	None	2 Days, 4 hours (depending on the period of retrieving the files)	Section Head Personnel Administration Section
	2.1. Photocopy the FO Clearance Certificate then put a "Certified True Copy" stamp on it.			

	2.2. If the FO Clearance is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the FO Clearance Certificate and one Customer Feedback Form for accomplishment	None		Section Head Personnel Administration Section
	2.3. Sign the photocopied FO Clearance Certificate as "Certified True Copy"	None	3 hours and 30 minutes (depending on the availability of signatories)	Section Head Personnel Administration Section

	2.4. Inform the client that the CTC of his/her FO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	Section Head Personnel Administration Section
3. If the CTC copy of the FO Clearance is for pick-up, proceed to PAS and get the requested document. (If the CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to the given address.)	3. Provide the CTC of FO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	Section Head Personnel Administration Section
TOTAL:		None	3 Days	

4. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the Central Office (CO) who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Division:	Personnel Administration Section (PAS)
Classification:	Simple

Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAS Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any.	1. Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Section Head Personnel Administration Section</i>
2. Wait for advice of the assigned PAS Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated therein	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Section Head Personnel Administration Section</i>
	2.1. Draft/print and forward the SR following the standard template to the authorized signatory for review/certification • Use Service Card or 201 File/as reference in preparing SR			

	2.2. If the SR is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the SR and one Customer Feedback Form for accomplishment			
	2.3. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Section Head Personnel Administration Section</i>
	2.4. Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	<i>Section Head Personnel Administration Section</i>
3. If the SR is for pick-up, proceed to PAS and get the requested document. (If the SR is to be sent via courier service, wait until the parcel is sent to a given address.)	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form.	None	10 minutes	
	TOTAL	None	3 Days	

POLICY AND PLANS DIVISION (PPD)

EXTERNAL SERVICES

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

This external service outlines DSWD's "research protocol", including review, submission, and approval processes for research requests. It aims to streamline the process for researchers to submit complete applications and ensure timely approvals.

The service applies to the following individuals, institutions, and DSWD Offices, Bureaus, Services, and Units:

1. External researchers who intend to conduct research studies related to or involving the Department such as students, academe, other government agencies, local and international organizations or research institutions, and other independent requesting parties;
2. DSWD personnel conducting research studies in DSWD Offices, Centers, and Institutions, for the purpose of pursuing higher academic education;
3. DSWD Offices, Bureaus, Services, and Units in the Central and Field Offices that are tasked to facilitate and review requests to conduct research studies and acquire primary data from DSWD Officials / Personnel, Beneficiaries, and Clients.

Requests for primary data for academic, policy or program development purposes, shall be part of the scope of this procedure. However, it does not cover the following research study-related activities / requests:

1. Requests for secondary data (refer to Memorandum Circular No. 1, s. of 2023);
2. Review and approval of in-house, joint, or outsourced researches initiated by the Department (refer to DSWD-PDPB-SOP-003);
3. Review of DSWD-initiated studies per ethical standards (refer to Memorandum Circular No. 8, s. of 2022);
4. Conduct of Time and Motion studies for process mapping and re-engineering of programs and services under the EODB Law; and
5. Conduct of Regulatory Impact Assessment of DSWD programs and services.

The Policy Development and Planning Bureau (PDPB) is the responsible office for overseeing and managing this frontline service at the Central Office level. At the Field Office level, the Policy Development and Planning Section (PDPS) of the Policy and Plans Division (PPD) will be responsible for its implementation and oversight. Further, research in which target respondents involve more than one (1) region shall seek the approval of the Director of the Policy Development and Planning Bureau (PDPB) at the Central Office. Research requests must be

submitted to the PDPB Director / Regional Director / PPD Chief at least one (1) month before the projected start of data gathering activity.

Office or Division:	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government		
Who may avail:	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
If request shall not undergo Research Protocol:			
1. Request letter (1 copy)		Researcher	
If the request shall undergo Research Protocol:			
1. Request letter (1 copy)		Researcher	
2. Research Request Form (1 copy)		PPD-PDPS	
3. Research Brief (1 copy)		PPD-PDPS	
4. Research Instruments and/or Data Gathering Tools (1 copy)		Researcher	
5. Informed Consent Forms (1 copy)		Researcher	

6. Data Privacy and Consent Form (1 copy)		PPD-PDPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	<p>1.1 Receive the request letter addressed to the Regional Director / PPD Chief / PDPS Section Head and/or the research request documents and ensure the details are encoded in the office's document tracking / monitoring system, and the requesting party is furnished with a receiving copy of the request letter.</p> <p>1.2. Orient the requesting party on the process and provide them copies of the printed / digital Information, Education and Communication (IEC) Materials and Citizen's Charter detailing the process flow and requirements</p> <p>1.3. If request is received through email, reply and acknowledge receipt with attached digital leaflets / IEC materials and Citizen's Charter showing the process flow and requirements.</p> <p>1.4. Endorse to the Policy Development and Planning Section Head for assignment and further instructions (if any) to the concerned</p>	None	2 hours	<i>Administrative Assistant I</i> Policy and Plans Division or <i>Statistician Aide</i> Policy Development and Planning Section

	technical staff. Documents received by 4PM will be addressed the next working day.			
	<p>1.5. Review the request and assign to available Technical Staff</p> <p>1.6. Requests for secondary data will be routed to the DSWD FOI Portal or FOI Receiving Officer. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.</p>	None	4 hours	<i>Section Head Policy Development and Planning Section</i>
	<p>1.7. Review the request as to the following:</p> <p>1.7.1. Area/region of coverage (<i>refer to MC 27, s. 2024 Section VIII Item 5</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.</p> <p>1.7.2. If the request falls within the scope of the office, assess if it shall undergo full review and approval of the PPD Chief using the <i>Checklist for Reviewing Research</i></p> <p>1.7.3. Check if the request needs to secure a Data Sharing / Non-Disclosure Agreement (DSA/NDA). If so, endorse to the</p>	None	2 hours	<i>Planning Officer I or Statistician I Policy Development and Planning Section</i>

concerned Division/ Center/Program/Section or Unit and their Compliance Officer for Privacy (COP) for review and onward facilitation of DSA / NDA.

1.7.4. Determine if it will undergo full review and approval:

1.7.4.1. *If request will undergo full review and approval* - Check for completeness of submitted requirements. If incomplete, assist the requesting party in the completion of documentary requirements and provide orientation on the research protocol. Pause and resume tracking working hours and days upon completion of requirements.

1.7.4.2. If request will not undergo full review and approval (refer to MC No. 27, s. 2024, Section VI. Item No. 1) - Endorse requesting party to the concerned Division/ Center/Program/Section or Unit using the Endorsement of Research Request Form.

For walk-in requests, give the requesting party a copy of the signed Endorsement of Research Request Form and endorse him/her to the concerned Division/

4 days
(only for requests that will not undergo full review and approval)

	<p>Center/Program/Section or Unit</p> <p>For requests via email, copy furnish the requesting party in the forwarded Endorsement of Research Request Form to the concerned Division/ Center/Program/Section or Unit</p> <p>a. Have the requesting party fill up the Client Satisfaction Measurement Survey (either online or paper-based)</p> <p>For the process of administration, processing, analyzing, and reporting of the Client Satisfaction Measurement Surveys, refer to Step 1.13</p>		<p>15 minutes (<i>not part of the total turnaround time</i>)</p>	
	<p>1.8. For requests with complete documentary requirements, proceed to the review of the research request in consultation with the concerned Division/ Center/Program/Section or Unit and Field Offices using the Research Review Checklist for External Research Requests.</p> <p>1.9. Receive the comments / inputs and recommendations from other offices. These</p>	<p>None</p>	<p>7 days</p>	<p><i>Planning Officer I or Statistician I</i> Policy Development and Planning Section</p> <p><i>Technical Staff</i> Concerned Division/Section/ Center/Program/ Unit</p>

	shall be the basis for decision to approve / disapprove the request.			
	1.10. PDPS shall provide their inputs / recommendation directly on the memorandum of recommendation for approval.	None	1 day	<i>Planning Officer I or Statistician I</i> Policy Development and Planning Section
	1.11. To recommend approval? 1.11.1. Yes - Prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned Division/ Center/Program/Section or Unit 1.11.2. No - Communicate decision to the requesting party and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the requesting party to officially respond, through a letter or email, if they will continue or terminate their request. 1.11.3. If pursuing request, the requesting party shall submit a revised proposal based on DSWD's comments then go back to Step 1.11. Note that the tracking of hours / days will pause and only resume once it reaches	None	1 day	<i>Planning Officer I or Statistician I & Section Head</i> Policy Development and Planning Section

<p>Step 1.11.</p> <p>1.11.4. Otherwise, request the requesting party to fill up the Client Satisfaction Measurement Survey (either online or paper-based).</p>			
<p>1.12. PPD Chief to approve / disapprove request based on recommendations</p> <p>1.12.1. Approved - Inform requesting party and endorse him/her/them to the concerned Division/ Center/Program/Section or Unit .</p> <p>Coordinate with the concerned office where the research request was endorsed and assist the requesting party in matters related to conduct of data gathering activities.</p> <p>1.12.2. No - Go back to Step 1.11.2. (Continuation or Termination of Request)</p> <p>1.13. Request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based).</p> <p>Processing, analysis, and reporting of the accomplished client satisfaction measurement surveys follow the steps and</p>	None	2 days	<p><i>Division Chief</i> Policy and Plans Division</p> <p><i>Planning Officer I</i> or <i>Statistician I</i> Policy Development and Planning Section</p> <p><i>Administrative Assistant I</i> Policy and Plans Division & <i>Statistician Aide</i> Policy Development and Planning Section</p>

	<p>processes stipulated in the SOP on the DSWD Client Satisfaction Measurement Survey and Continual Improvement System (DSWD-QMS-SOP-001)</p> <p>1.14. Encode the details of requests that are undergoing the research protocol in <i>Inventory of Studies Conducted by External Researchers</i>, every quarter. Update the details / status as they change or progress.</p>			
2. Accomplish the <i>Client Satisfaction Measurement Survey (optional)</i>	2. Receive the accomplished Client Satisfaction Measurement Survey (either online or paper-based)	None		<i>Planning Officer I or Statistician I</i> Policy Development and Planning Section
	TOTAL:	None	5 days (non-protocol); 12 days (protocol)	

2. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

Office or Division:	National Household Targeting Sections (policy)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) One (1) original copy of accomplished Data Sharing Agreement (DSA) One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO) One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed Hardware and Security Component with supporting images and specifications One (1) original/copy of Documentation of physical security measures in place One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations) One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations) One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations) <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 	<p>Provided by the Requesting Party</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTS.	1.1 Receive and record the request in the document transaction/ tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.1.2 Forward the request to the Director for approval.	None	15 minutes	<i>Administrative Assistant III</i> NHTS
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Regional Director</i> DSWD Field Office VIII
	1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>Division Chief</i> PPD
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request. 	None	2 hours	<i>Regional Field Coordinator (RFC)</i> NHTS

	<ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>) 			
2. Attend the scheduled orientation with the NHTS designated personnel & Inspection Team.	<p>2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.</p> <p>2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.</p> <p>2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p>	None	2 hours	<p><i>Division Chief</i> PPD or <i>Regional Field Coordinator (RFC)</i> NHTS or <i>Information Technology Officer II</i> NHTS</p>
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request.	<p>3.1 Review all documentary requirements including DSA submitted by the requesting party.</p> <p>3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting</p>	None	2 hours	<p><i>Division Chief</i> PPD or <i>Regional Field Coordinator (RFC)</i> NHTS or <i>Information Technology Officer II</i> NHTS</p>
4. Present the IT facilities to the NHTS Inspection Team.	<p>4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.</p> <p>4.1.1 Issue Certifications (Certification of Physical Set-up,</p>	None	1 day	<p><i>Division Chief</i> PPD or <i>Regional Field Coordinator (RFC)</i> NHTS or</p>

	Organization, Technical and Security Set-up)			<i>Information Technology Officer II</i> NHTS
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	<i>Regional Field Coordinator (RFC)</i> NHTS
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the signature of Regional Director.	None	1 day	<i>Data Protection Officer</i> DSWD Field Office VIII
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTS for data processing.	None	3 days	<i>Regional Director</i> DSWD Field Office VIII
	4.5 Generate the requested data.	None	1 day	<i>Information Technology Officer II</i> NHTS
	4.6 Review result of the data generation	None	1 day	<i>Regional Field Coordinator (RFC)</i> NHTS
	4.7 Secure the data by adding password protection to the file. 4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. <ul style="list-style-type: none">Other electro-mechanical storage device may apply as long as it is approved by the IT	None	1 day	<i>Information Technology Officer II</i> NHTS

	<p>Head and the storage device is provided by the requesting party.</p> <ul style="list-style-type: none"> Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>4.7.2 Counter sign in the DRF.</p> <p>4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Administrative Assistant III</i> NHTS
5. Call NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>Information Technology Officer II</i> NHTS
TOTAL: <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i>		None	10 days, 1 hour, and 35 minutes	

3. Data Sharing – Name Matching

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

Office or Division:	National Household Targeting Sections (NHTS)
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> One (1) original or copy of letter of request (Indicate reason for name matching) One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> Complete name (Last name, First Name, Middle Name, Extension Name) Birth Date (YYYY-MM-DD format) Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP) One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations) <p><i>*For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD 	
WHERE TO SECURE	
Provided by the Requesting Party	

<ul style="list-style-type: none"> The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.1.1 Endorse request to the Regional Director	None	15 minutes	<i>Administrative Assistant III</i> NHTS
	1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the Policy and Plans Division (PPD) Chief	None	2 hours	<i>Regional Director</i> DSWD Field Office VIII
	1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request	None	1 hour	<i>Division Chief</i> Policy and Plans Division
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> If disapproved - Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>) If approved – Notify and provide the DSA and documentary requirements to the client 	None	1 hour	<i>Regional Field Coordinator (RFC)</i> NHTS

<p>2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)</p>	<p>2.1 Review all documentary requirements including the DSA submitted by the client.</p> <ul style="list-style-type: none"> • Non-Compliant – Inform the client regarding the incomplete requirements via email. • Compliant – <ul style="list-style-type: none"> a. Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature b. Endorse the signed DSA to Information Technology Officer for processing 	None	2 hours	<p><i>Regional Field Coordinator (RFC)</i> NHTS</p>
	<p>2.2 Review the compliance of the electronic copy of names with the required template/ format:</p> <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email. • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	<p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p> <p>18 days (400,001 – 1,000,000)</p>	<p><i>Information Technology Officer II</i> NHTS</p>
<p>3. Provide a storage device that is approved by the IT Chief or</p>	<p>3.1 Secure the data by adding a password to the file.</p>	None	3 hours	<p><i>Information Technology Officer II</i> NHTS</p>

request for a Google Drive link	3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to PPD Chief / Regional Director			
	3.2 Sign the memorandum and endorse to Administrative Assistant for releasing.	None	1 hour	<i>Regional Director DSWD Field Office VIII</i>
4. Receive the documents	4.1 Track and scan the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	<i>Administrative Assistant III NHTS</i>
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>Administrative Assistant III NHTS</i>
TOTAL: <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 45 minutes For 5,001 - 50,000 names: 4 days, 3 hours and 45 minutes For 50-000 – 400,000 names: 8 days, 3	

		hours and 45 minutes	
		For 400,001-1,000,000 names: 21 days, 3 hours and 45 minutes	

4. Data Sharing – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request. 1.1.1 Forward request to the Regional Director, then furnish copy of the request to the Policy and Plans Division Chief and National Household Targeting Section (NHTS)	None	30 minutes	<i>Administrative Assistant III</i> NHTS
	1.2 Review the request based on MC 15 s.2021 1.2.1 Input comment/s then endorse to the NHTS Associate Statistician	None	2 hours	<i>Division Chief</i> Policy and Plans Division or <i>Regional Field Coordinator (RFC)</i> NHTS

	<p>1.3 Provide instruction based on the data requested. If the request is:</p> <ul style="list-style-type: none"> • Not clear <ol style="list-style-type: none"> In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. • Clear Forward request to the Associate Statistician for data generation. 	None	3 hours	<p><i>Regional Field Coordinator (RFC)</i> NHTS</p> <p>Or</p> <p><i>Associate Statistician</i> NHTS</p>
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <ol style="list-style-type: none"> 1.4.1 Draft response letter to the requesting party. 1.4.2 Submit to the NHTS RFC for review. 	None	1 day	<p><i>Associate Statistician</i> NHTS</p>

	1.5 Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the PPD Chief for review and recommending approval. 	None	3 hours	<i>Regional Field Coordinator (RFC)</i> NHTS
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	<i>Division Chief</i> Policy and Plans Division
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision. • If Approved – Sign the response letter for data release. 	None	5 hours	<i>Regional Director</i> DSWD Field Office VIII
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Administrative Assistant III</i> NHTS
TOTAL:		None	3 days	

5. 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 poverty status.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form		1. Provided by the Requesting Party 2. NHTS Grievance Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> • <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i> • <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching 	None	30 minutes	<i>Grievance Officer</i> NHTS Or <i>Regional Field Coordinator</i> NHTS
2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	NHTS Regional Field Coordinator (RFC)
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	5 minutes	NHTS Grievance Officer / NHTS RFC
TOTAL:		None	40 minutes	

DISASTER RESPONSE MANAGEMENT DIVISION

EXTERNAL SERVICES

1. Processing of Relief Augmentation Request by DSWD Field Offices

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this service. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	Disaster Response Management Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy)		Provided by the concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the following attachments: Situational Report / Disaster	1.1 Receive the request and logs the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	Regional Director DSWD Field Office

Incident Report and its relative attachments based on existing guidelines.				
	1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review	None	10 Minutes	<i>Chief</i> Disaster Response Management Division
	1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available: <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid, proceed to Agency Action Step 1.9	None	2 Hours	<i>Head</i> Disaster Response and Rehabilitation Section

	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	<i>Head</i> Disaster Response and Rehabilitation Section
	<p>1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB).</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>	None	1 Hour	<i>Head</i> Disaster Response and Rehabilitation Section <i>and/or</i> <i>Head</i> Regional Resource Operation Section
	1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.	None	1 Hour	<i>Chief</i> Disaster Response Management Division

	1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6	None	1 Hour	<i>Assistant Regional Director for Operations DSWD Field Office</i>
	1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	<i>Regional Director DSWD Field Office</i>
	<p>1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.</p> <p>1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods</p>	None	1 Hour and 30 Minutes	<p><i>Chief Disaster Response Management Division</i></p> <p><i>Head Disaster Response and Rehabilitation Section</i></p> <p><i>and/or</i></p> <p><i>Head Regional Resource Operation Section</i></p>

2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	<i>Head</i> Disaster Response and Rehabilitation Section or <i>Head</i> Regional Resource Operation Section
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU. 2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.	None	within 5 Days, 5 Hours and 45 Minutes	<i>Head</i> Disaster Response and Rehabilitation Section or <i>Head</i> Regional Resource Operation Section
3.1 Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt. 3.1.1 Fill-out Client Satisfaction	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods. 3.1.1 Report on the release of FNIs thru submission of any of the following – * Summary Report	None	1 Hour	<i>Head</i> Disaster Response and Rehabilitation Section or <i>Head</i> Regional Resource Operation Section

Measurement Form (CSMF)	<ul style="list-style-type: none"> * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC 			
	TOTAL	None	For the processing of request - 1 Day, 2 Hours, 15 Minutes For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days	

PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps)

EXTERNAL SERVICES

1. Grievance Intake and Response

The Grievance Intake and response is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter intake the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction after ascertaining its validity. **Intake** and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) – Regional Program Management Office (RPMO) Grievance Redress System (GRS) - Field Office VIII			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps Assistance Desk, Grievance Redress Division (GRD)		
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, Grievance Redress Division (GRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client's identity and assess/evaluate the received complaint/s. Note: <i>Refer to the Grievance Redress System Field Manual for guidance</i>	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management

	<i>on the intake of grievances.</i>			Division
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	3.2. Encode the transaction correctly and completely in the GRS Information System. <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	3.3. Check the supporting documents provided, if available.	None	2 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	3.4. Assess all the data and information available and discuss with the client the findings and next steps to take. 3.4.1 <i>If all information is readily available to resolve the case,</i> Resolve the grievance and provide feedback to the client. and proceed to step 6. 3.4.2 If other information is needed and the grievance	None	15 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division

	<p>cannot be resolved immediately,</p> <p>3.4.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial Operations Office (POO), City Operations Officer(COO) and Municipal Operations Office (MOO)) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	4.2 Send an email notification to the Provincial/Cluster Grievance Officer to inform him/her. (via email/ messenger/ text/ call)	None	6 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division

	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management Division
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	<i>Project Development Officer II</i> Pantawid Pamilya Pilipino Program Management

				Division
Total	If the grievance is resolved outright	None	44 minutes	
	If the grievance is referred to Provincial/City/Municipal Operations Office for resolution and feedback is provided to the client	None	3 days	

PROMOTIVE SERVICES DIVISION (PrSD)

EXTERNAL SERVICES

1. Grievance Management Process

The Grievance Management Process at the NPMO level provides the initial implementation of facilitating the request of individual clients, and the final and full implementation of the process shall be at the Field Office (RPMO) level.

Office or Division:	Sustainable Livelihood Program – Grievance Management Unit (GMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients;		SLP Helpdesk 3rd Floor, Mahusay Building DSWD Helpdesk Ground Floor, DSWD Field Office VIII Candahug, Palo RPMO		
2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and				
3. One (1) Photocopy each of supporting documents ➤ Clients Testimony ➤ Witness Testimony (if necessary) ➤ Barangay/Police Report (if necessary)				
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients shall ratify or concur on the Data Privacy Consent's content.	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012	None	3 Minutes	Grievance and Referral Management Officer / Technical Staff SLP
2. Fill-up the walk-in logbook	2. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	Grievance and Referral Management Officer / Technical Staff SLP
	2.1. Conduct the initial interview on the complaint.	None	10 minutes	

3. Fill-out the SLP Grievance Form	3. Request the client to fill out the SLP Grievance Form.	None	10 minutes	<i>Grievance and Referral Management Officer / Technical Staff SLP</i>
	3.1. Validate any lacking information of the client/s as necessary.	None	3 Minutes	
4. Received the Walk-in Client Slip	4. Issue SLP Walk-in Client Slip.	None	3 Minutes	<i>Grievance and Referral Management Officer / Technical Staff SLP</i>
	4.1. Certify that clients appeared at the SLP NPMO			
5. Fill- out the CSMF	5. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 minutes	<i>Grievance and Referral Management Officer / Technical Staff SLP</i>
	5.1. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	
	5.2. Classify the complaint / grievance.	None	3 Minutes	
	5.3. Validate if the findings are valid. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of	None	10 minutes	<i>Grievance Management Unit Head (GMUH) SLP-NPMO</i>

	the client/s as necessary.			
	5.4. Encode the details in the SLP GMS and EDTMS	None	6 minutes	Grievance Management Unit Head (GMUH) SLP-NPMO
	5.5. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	
	5.6. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	
	5.7. Classify the Complaint / Grievance.	None	3 Minutes	Grievance Management Unit Head (GMUH) SLP-NPMO
FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
	5.8. Processing of Grievance For Non-Cognizable Grievance (Simple Transactions) - Does not require verification The GRMO shall provide technical assistance, explain and orient on program implementation.	None	7 days	Fact Finding Team (For Non-cognizable Grievance)
	For Cognizable Grievance (Highly	None	10 days	Regional Grievance

	<p>Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.</p>			<p><i>Management Committee SLP</i></p> <p>(For Cognizable Grievance)</p>
	<p>5.9. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.</p>	None	3 days	<p><i>Regional Grievance Management Committee SLP</i></p>
	<p>5.10. Include in the feedback other essential information,</p>	None	3 days	Fact Finding Team

	reasons or factors that trigger the filing of grievance.			
	5.11. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	<i>Regional Grievance Management Committee SLP</i>
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	<i>Regional Grievance Management Committee SLP</i>
	5.13. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	<i>Regional Grievance Management Committee SLP</i>
	5.14. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/ AG-AC/RD) 5.14.1. Endorse the gathered documentation for submission to the Office of the Secretary 5.14.2. Process the gathered SLP RGMC information or	None	1 day	<i>Regional Grievance Management Committee SLP</i>

	<p>documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.14.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.14.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p>			
	5.15. Issuance of Resolution based on the decision by the authority.	None	2 days	<i>Regional Grievance Management Officer SLP</i>

	<p>If Resolution was issued by the:</p> <p>PC – Appeal processed by the SLP RGMC</p> <p>SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC</p> <p>SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned.</p>			
	<p>5.16. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/ parties.</p> <p>5.16.1 Encode in the SLP Grievance Tracker.</p>	None	1 day	<p><i>Regional Grievance Management Officer SLP</i></p>
FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:				
	<p>5.8 Processing of Grievance.</p> <p>For Non-Cognizable Grievance (Simple Transactions)</p>	None	7 working days	<p>Fact Finding Team</p> <p>(For Non-Cognizable Grievance)</p>

	<p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.</p>			
	<p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>5.8.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the</p>	None	10 days	<p><i>Regional Grievance Management Committee SLP</i></p> <p>(For Cognizable Grievance)</p>

	filing of grievances.			
	<p>5.9. Assess grievances and sort based on the validity or gravity.</p> <p>5.19.1 Ensure the accomplished forms, prepare letters of acknowledgment.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.9.2 Encode in the Database.</p>	None	1 day	<i>Regional Grievance Management Committee SLP</i>
	<p>5.10. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.10.1 The PGMO shall provide technical assistance, explain and orient on program implementation</p>	None	1 day	<i>Provincial Grievance Management Committee SLP</i>
	5.10.2 Endorse all major grievances to RPMO.	None	1 day	
	5.11 Gather data and other essential information to determine the	None	4 days	

	reasons or factors that trigger the filing of grievance.			
	5.12. Endorse data gathered and other essential information to the RPMO.	None	1 day	Provincial Grievance Management Committee SP
	5.13. Provide feedback to the complainant on the actions taken.	None	1 day	
	5.14. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/ parties. 5.14.1 Encode in the SLP Grievance Tracker.	None	1 day	
FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:				
	5.8. Assess grievances (e.g. involvement of PDO) and sort based on the validity or gravity. 5.8.1 Secure the accomplished forms, prepare letter of	None	2 hours	Provincial Grievance Management Committee SLP

	acknowledgement. 5.8.2 Encode to the Database.			
	5.9 Non-Cognizable Grievance (Simple Transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation.	None	3 days	<i>Provincial Grievance Management Committee SLP</i>
	5.10 Endorse all major grievances to the RPMO	None	1 day	<i>Provincial Grievance Management Committee SLP</i>
	5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance. 5.11.1. The PGO shall check the involvement of the PDO.	None	1 day	<i>Provincial Grievance Management Committee SLP</i>
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	<i>Provincial Grievance Management Committee SLP</i>

	<p>5.13 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/ parties.</p> <p>5.14.1. Encode in the SLP Grievance Tracker.</p>	None	1 day	Provincial Grievance Management Committee SLP
Activities to be undertaken by the SLP-NPMO/RPMO		None	For Simple - 4 Days and 1 Hour For Complex - 8 Days and 1 Hour For Highly Technical - 11 Days and 1 Hour	
For Grievances at the SLP- Regional Level		None	30 Days	
For Grievances at the SLP- Provincial Level		None	27 Days	
For Grievances at the SLP- Municipal Level		None	7 days and 2 Hours	
*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.				

2. Process for Referrals received through Individual/Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions

The process for referrals received by the Sustainable Livelihood Program - National Program Management Office (SLP-NPMO) or SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP-NPMO or SLP RPMO.

Office or Division:	Sustainable Livelihood Program - Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	Referral Management Officer (RMO) SLP - RPMO
	1.1. The PDO/RMO shall check and review the completeness			Project Development Officer SLP-RPMO

	of the client's information and validate lacking information, if any.			
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<p>2. For the SLP-NPMO:</p> <p>2.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p>2.2 The PDO shall prepare a letter/ memorandum to be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p>2.3 For the SLP-RPMO:</p> <p>2.3.1. Once received by the SLP-RPMO,</p>	None	6 hours	<i>Project Development Officer (PDO)</i> SILP-NPMO

	<p>the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.3.2 The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p>For those tagged as non-poor in</p>			
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	<p>the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	<p>2.4. The RMO shall encode the details of the client in the SLP Information System (SLPIS)</p>	None	30 minutes	<p><i>Referral Management Officer (RMO)</i> SLP - RPMO</p>

	2.5. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>Referral Management Officer (RMO)</i> SLP - RPMO
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	<i>Provincial Coordinator</i> SLP - RPMO
	3.1. The PC shall review the completeness of the client's information. 3.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	<i>Provincial Coordinator</i> SLP - RPMO
	3.2. The IPDO shall email, text, or call applicant/s to inform them	None	15 minutes	<i>Project Development Officer</i> SLP-RPMO

	that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.			
4. Undergo the SLP Means Test	<p>4. If the referred client is tagged as no-match in the Listahanan 3 Database:</p> <p>4.1. The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 5.</p> <p>If not qualified in the SLP Means Test - After the</p>	None	6 hours	Provincial Coordinator SLP - RPMO

	approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD			
5. Accomplish the SLP Data Privacy Consent Form	<p>5. If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test:</p> <p>5.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent</p>	None	10 minutes	<i>Provincial Coordinator</i> SLP - RPMO

	Form before proceeding with the SLP processes for referrals.			
	5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form			
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	<i>Project Development Officer SLP-RPMO</i>
7. Accomplish the Letter of Intent or SLP Waiver Form.	7. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with	None	15 minutes	<i>Project Development Officer SLP-RPMO</i>

	the succeeding activity must sign the SLP Waiver Form .			
8. Accomplish the SLP Profile Form	8. The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>Project Development Officer</i> SLP-RPMO
9. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>9. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form</p>	None	6 hours	<i>Project Development Officer</i> SLP-RPMO
10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>10. Conduct of MEDT1 or BEST1</p> <p>For the clients qualified for MD Track - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p>For the clients qualified for EF track - The IPDO shall conduct</p>	None	4 hours	<i>Project Development Officer</i> SLP-RPMO

	BEST 1 for all EF Track.			
	<p>For the participants who decided not to proceed - The clients must sign the SLP Waiver form.</p> <p>Note: In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</p>			
	10.1. The IPDO shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	<i>Project Development Officer SLP-RPMO</i>
11. Prepare and sign the Modality Application Form (MAF)	11. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	<i>Project Development Officer SLP-RPMO</i>
	12. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such	None	6 hours	<i>Project Development Officer SLP-RPMO</i>

	as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.			
	12.1. Project Proposal Review at the Provincial Level. The PC shall review the MP using the Project Assessment Tool (PAT). Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.	None	1 day	<i>Provincial Coordinator</i> SLP - RPMO
	12.2 Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	<i>Regional Program Coordinator</i> SLP-RPMO

	12.3. Project Proposal Approval The RD shall approve the MP prior to processing.	None	2 days	<i>Regional Director DSWD Field Office VIII</i>
	12.4. Project Proposal Processing After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
	12.5. Process the Disbursement Voucher.	None	2 days	Finance Management Division (FMD)
	12.6. Preparation for Grant Releasing 12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement. 12.6.2. The IPDO shall notify the	None	1 day	<i>Project Development Officer SLP-RPMO</i>

	program participant/s for the release of the check through text, email, call, visit, etc.			
	12.7. Grant Releasing 12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing 12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing 12.7.3. The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	<i>Project Development Officer</i> SLP-RPMO (For Step 12.7.1)
				<i>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC</i> SLP - RPMO (For Step 12.7.3)
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13. Administer the CSMF with assistance from the IPDO.	None	5 minutes	<i>Project Development Officer</i> SLP-RPMO

	13.1 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	<i>Project Development Officer SLP-RPMO</i>
Activities to be undertaken by SLP - NPMO/SLP - RPMO		None	7 hours	
Activities to be undertaken by SLP – RPMO		None	11 days and 5 hours	
TOTAL:		None	12 days and 4 hours	

3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program-National or Regional Program Management Offices.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for the Livelihood Assistance Grants.		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/SLP-RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1. The Project Development Officer (PDO) at the SLP National Program Management Office (NPMO) or Referral Management Officer (RMO) at the SLP Regional Program Management Office (RPMO) shall explain the	None	10 minutes	Referral Management Officer SLP-RPMO

	data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form.			
	<p>1.2. Request client to fill-out attendance sheet.</p> <p>For the walk-in clients from the SLP NPMO - the PDO shall request the client to fill-out the attendance sheet.</p> <p>For the walk-in clients from the SLP RPMO - the RMO shall request the client to fill-out the attendance sheet.</p>	None	30 minutes	<i>Project Development Officer</i> SLP-NPMO
2. Participate in the SLP Orientation	<p>2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP</p> <p>2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	None	1 hour	<i>Referral Management Officer</i> SLP-RPMO
3. Claim the SLP Reference Slip	3.1 The PDO/RMO shall issue the SLP Reference Slip and inform the	None	10 minutes	<i>Referral Management Officer</i> SLP-RPMO

	client of the next steps.			
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	<i>Referral Management Officer</i> SLP-RPMO
	<p>4.2. For the SLP-NPMO:</p> <p>4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p>For the SLP-RPMO:</p> <p>4.2.2. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p>	None	6 hours	<i>Project Development Officer</i> SLP NPMO (For Step 4.2.1) <i>Referral Management Officer</i> SLP-RPMO (For Step 4.2.2)

	<p>4.2.3. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP - The RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps Targets of SLP and tagged as "No Match" in the Listahanan 3 Database - The RMO shall prepare a</p>			<p><i>Referral Management Officer SLP-RPMO</i></p>
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	memorandum addressed to the Provincial Coordinator (PC) to refer the			
	4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	<i>Referral Management Officer SLP-RPMO</i>
	4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>Referral Management Officer SLP-RPMO</i>
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information. 5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.	None	2 hours	<i>Program Coordinator SLP-RPMO</i>
	5.2. The IPDO shall email, text, or call clients to	None	15 minutes	<i>Implementing Project</i>

	inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.			<i>Development Officer</i> SLP-RPMO
6. Undergo the SLP Means Test	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p>If no-match in the Listahanan 3 Database - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the</p>	None	6 hours	<i>Regional Program Coordinator</i> SLP-RPMO

	result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	<i>Implementing Project Development Officer</i> SLP - RPMO
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	<i>Implementing Project Development Officer</i> SLP - RPMO
8. Participate in the SLP Orientation	8.1 The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	<i>Implementing Project Development Officer</i> SLP - RPMO

9. Accomplish the Letter of Intent or SLP Waiver Form	9.1 The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form.	None	15 minutes	Implementing Project Development Officer SLP - RPMO
10. Accomplish the SLP Profile Form	10.1 The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	Implementing Project Development Officer SLP-RPMO
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF). For the clients who passed the LSAF and decided to continue, proceed to client step 8 . The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form .	None	6 hours	Implementing Project Development Officer SLP - RPMO
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment	12.1. Conduct of MEDT 1 or BEST1. For clients who are qualified for MD Track - The	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO) SLP - RPMO

Skills Training (BEST1)	<p>IPDO shall conduct the MEDT 1 for all MD Track.</p> <p>For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p>For the clients who decided not to proceed - The clients must sign an SLP Waiver form</p> <p>Note: In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</p>			
	12.2. The IPDO shall update the client's information in the SLP IS.	None	30 minutes	<i>Implementing Project Development Officer</i> SLP-RPMO
13. Prepare and sign the Modality Application Form (MAF)	13.1 The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	<i>Implementing Project Development Officer</i> SLP - RPMO

14. Receive the SLP Grant	14.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	<i>Implementing Project Development Officer</i> SLP - RPMO
	14.2. Project Proposal Review at the Provincial Level The PC shall review the MP using the Project Assessment Tool (PAT). Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.	None	1 day	<i>Program Coordinator</i> SLP-RPMO
	14.3. Project Proposal Review at the Regional Level The RPC shall review and sign	None	1 day	<i>Regional Program Coordinator</i> SLP-RPMO

	the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.			
	<p>14.4. The RD shall approve the MP prior to processing.</p> <p>14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>	None	2 day	<i>Regional Director</i> DSWD Field Office VIII
	14.5. Process the Disbursement Voucher	None	2 day	Finance Management Division (FMD)
	<p>14.6. Preparation for Grant Releasing</p> <p>14.6.1. Monitor the issuance of the approved check for disbursement.</p>	None	2 day	<i>Implementing Project Development Officer</i> SLP - RPMO

	14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.			
	14.7. Grant Releasing 14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing. 14.7.2. The IPDO shall conduct Financial Literacy Training. 14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.			<i>Project Development Officer</i> SLP – RPMO (For Step 14.7.1.) <i>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC</i> SLP-RPMO (For Step 14.7.3.)
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15. 1 The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	<i>Implementing Project Development Officer</i> SLP-RPMO
	15. 2 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	<i>Implementing Project Development Officer</i> SLP-RPMO
Activities to be undertaken by SLP - NPMO/SLP – RPMO		None	1 day, 1 hour and 15 minutes	

Activities to be undertaken by SLP – RPMO	None	11 days 2 hours and 5 minutes
TOTAL:	None	12 days and 4 hours

PROTECTIVE SERVICES BUREAU (PSB)

EXTERNAL SERVICES

1. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Crisis Intervention Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office
• PRC ID		Professional Regulation Commission
• OWWA ID		Overseas Workers Welfare Administration
• DOLE ID		Department of Labor and Employment
• PAG-IBIG ID		Pag-IBIG Fund
• Voter's ID or Voter's Certification		Commission on Election
• Postal ID		Post Office

• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
MEDICAL ASSISTANCE FOR HOSPITAL BILL	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital

3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory.	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
EDUCATIONAL ASSISTANCE	WHERE TO SECURE

1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances: a. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire	<ul style="list-style-type: none"> • Bureau of Fire or PNP
b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay	<ul style="list-style-type: none"> • Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay
c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.	<ul style="list-style-type: none"> • Local Social Welfare and Development Office or other social welfare agencies
d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online	<ul style="list-style-type: none"> • Local Social Welfare and Development Office or other social welfare agencies • Police Station
a. sexual exploitation of children b. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	<ul style="list-style-type: none"> • Police Station • Hospital or Clinic
For all other incidents: Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP,	<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO; or • Local Government Unit

Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		• Hospital or Clinic signed by Licensed Physician		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1. General Intake Sheet		DSWD CIU or CIS or SWAD		
2. Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
ON-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents.	1. Check the completeness of documents submitted by clients.	NONE	1 hour	Social Welfare Officer III Crisis Intervention Section
	1.1 Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS)			
	If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines. If eligible, provide the client a queuing number and			

	instruct them to proceed with Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	<p>2. Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</p> <p>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</p> <p>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4: (releasing of assistance)</p>	NONE	3 hours	<i>Social Welfare Officer III</i> Crisis Intervention Section

	<p>while the GIS, CE, or justification will be subjected to approval.</p> <p>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</p> <p>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</p> <p>If documents are found to be incomplete to support the request, the SWO shall advise the client to</p>			
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	<p>comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</p> <p>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</p> <p>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</p>			
3. Receive Assistance	<p>3. Forward the documents to the authorized official/s.</p> <p>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</p>	NONE	50 Minutes	<i>Social Welfare Officer III</i> Crisis Intervention Section

	<p>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</p>			
4. Fill out Client Satisfaction Measurement Survey	<p>4. Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.</p> <p>For Cash Outright (Php 10,000 and below):</p> <p>4.1 The Regular/Special Disbursing Officer/s of the</p>	NONE	50 Minutes	SPECIAL DISBURSING OFFICER (SDO)

	FMS/U or the designated disbursing officer for cash shall release the assistance.			
	<p>For Guarantee Letter addressed to the Service Provider:</p> <p>4.2 The DSWD personnel shall prepare the GL.</p> <p>4.2.1 CIU/S Admin staff shall encode the GL to the existing document tracking system.</p> <p>4.2.2 Designated Approving Officer shall Review and Approve the GL.</p> <p>For clients recommended to avail material assistance:</p> <p>4.3 The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</p>	NONE	10 Minutes for Material Assistance	<p><i>Social Welfare Officer III</i></p> <p>Crisis Intervention Section</p>

	<p>4.3.1 The CIU/S Staff shall provide the assistance.</p> <p>4.3.2 The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.</p>			
	<p>4.4. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references.</p> <p>4.4.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</p>			
	TOTAL:	None	5 Hours 40 Minutes for Cash- Outright	
			16 Working Hours (2 days) for GL	

2. Auxiliary Social Services to Persons with Disabilities

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities, the DSWD through our Field Offices provides augmentation support under the Medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this, the Department's aim is to contribute to the Physical Restoration, self, and social enhancement of Persons with Disabilities to attain more meaningful and contributing members of society.

Office or Division:	Protective Services Division, Community-Based Services Unit/ Section, Sectoral Programs			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Provision of Assistive Devices				
1. Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2. Barangay Certificate of Indigency		Barangay Hall		
3. Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4. 2x2 Picture or 1 whole body picture		Client		
5. Request letter		Client		
*Provision of the assistance is still based on the record of ailments of the client and assessment of Social Worker.				
*Documents are still subject for verification and additional documents may be required depending on the case.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	Section Head Sectoral Program

	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	<i>Section Head</i> Sectoral Program
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	<i>Section Head</i> Sectoral Program
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	<i>Division Chief</i> Protective Service Division
	TOTAL:	None	25 minutes	

3. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the Philippine AIDS Prevention and Control Act of 1998 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service-providers.

Office or Division:	Protective Services Division, Community-based Services Unit / Sectoral Programs
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:		Persons-living with HIV and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid identification card of the client or person to be interviewed:				
• PhilSys ID		• Philippine Statistics Authority		
• UMID ID, SSS, or GSIS ID		• Social Security System or Government Service Insurance System		
• Philhealth ID		• Philhealth		
• Driver's License		• Land Transportation Office		
• PRC ID		• Professional Regulation Commission		
• OWWA ID		• Overseas Workers Welfare Administration		
• DOLE ID		• Department of Labor and Employment		
• PAG-IBIG ID		• Pag-Ibig Fund		
• Voters ID or Voter's Certification		• Commission on election		
• Postal ID		• Post Office		
• Philippine Passport		• Department of Foreign		
• NBI Clearance		• National Bureau of Investigation		
• 4Ps ID		• Department of Social Welfare and Development		
• PWD ID		• Local Government Unit		
• Solo Parent ID		• Local Government Unit		
• City or Municipal ID		• Local Government Unit		
• Barangay ID		• Barangay Hall		
• Office of Senior Citizen Affairs (OSCA) ID		• Local Government Unit		
• Police Clearance		• Police Station		
• or any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card				
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<i>PACC Officer</i> Anti-Red Tape Unit
2. Present self and documents for assessment and review	<p>2.1 Receive and review submitted documents</p> <p>2.1.1 Check the client's record on existing database, e.g. Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months</p> <p>If a client is eligible based on frequency and/or type of assistance last provided, the staff shall further assess documents presented</p> <p>If client is not eligible, staff shall provide reasons for non-eligibility and shall provide further instruction / information to client</p> <p>2.1.2 Conduct interview with client to further gather information and/or for clarification</p> <p>2.1.3 If necessary, coordinate with the</p>	None	40 minutes	<i>Section Head</i> Sectoral Program

	receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	Section Head Sectoral Program
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	Section Head Sectoral Program
	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form	5.1 Re-confirmation of client's identity	None	15 minutes	Section Head Sectoral Program
	5.2 Releasing of assistance to client			

3: referral for Service or stub)	<p>If outright cash, ask client to check the actual amount received</p> <p>If Guarantee Letter, advise client to review the correctness of the personal information reflected in the document</p> <p>If client shall be referred again to other office and/or agency, the social worker shall accomplish Form 3: Referral for Service.</p>			
6. Accomplish Client Satisfaction Survey from	<p>6.1 Issue Client Satisfaction Survey Form</p> <p>6.1.1 Collect accomplished form</p>	None	20 minutes	Section Head Sectoral Program
	TOTAL	NONE	<p>180 minutes or three (3) hours for Outright Cash</p> <p>One (1) day or 24 hours for a Guarantee Letter.</p>	

4. Provision of Assistance to Persons Living with HIV (PLHIVs)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and

food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of these assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and contributing to the overall response of the national government to HIV and AIDS

Office or Division:	Protective Services Division, Community-based Services Unit / Sectoral Programs	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	People-living with HIV (PLHIVs) and their affected families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) valid identification card of the client/ person to be interviewed;		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office
• PRC ID		Professional Regulation Commission
• OWWA ID		Overseas Workers Welfare Administration
• DOLE ID		Department of Labor and Employment
• PAG-IBIG ID		Pag-IBIG Fund
• Voter's ID or Voter's Certification		Commission on Election
• Postal ID		Post Office
• Philippine Passport		Department of Foreign Affairs
• NBI Clearance		National Bureau of Investigation
• 4Ps ID		Department of Social Welfare and Development
• PWD ID		Local Government Unit
• Solo Parent ID		Local Government Unit
• City or Municipal ID		Local Government Unit
• Barangay ID		Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)		Local Government Unit
• Police Clearance		Police Station
• or any ID preferably with validity date, and picture and signature of the client.		Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.		Barangay Hall

Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> • Designated Treatment Hub / HIV Primary Care Facility; • Local Government Unit
TRANSPORTATION ASSISTANCE	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> • Police Station - Police Blotter; • Hospitals or Clinic - Medical Abstract; • Court - Court Order or Subpoena; and • Civil Registry - Death Certificate.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	<ol style="list-style-type: none"> 1. Statement of Account - Billing Office of the hospital 2. Certificate of Balance and Promissory Note - Credit and Collection Office
3. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii)	Medical records of the Hospital or Clinic of the Attending Physician

complete name, license number and signature of the Physician.	
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements	
1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider
2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
One(1) original and/or photocopy of the Quotation of Laboratory)	Service Provider
One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following:

	<ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR LABORATORY	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
3. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: Department of Social Welfare and Development; Local Social Welfare and Development Office; Non-Government Organization; or Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory	Service Provider
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam

2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall
EDUCATIONAL ASSISTANCE	
1. One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
2. One (1) original and/or photocopy of any of the following: a. Enrolment Assessment Form; or b. Certificate of Enrolment; or c. Registration; or d. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE	
1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	
Depending on the circumstances:	
A. For Fire Victims: One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;	<ul style="list-style-type: none"> Bureau of Fire or PNP
B. For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;	<ul style="list-style-type: none"> Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay
C. For Rescued Client: One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.	<ul style="list-style-type: none"> Local Social Welfare and Development Office or other social welfare agencies
D. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children	<ul style="list-style-type: none"> Local Social Welfare and Development Office or other social welfare agencies Police Station - Police Blotter
E. For Locally stranded individuals (LSI): LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine	<ul style="list-style-type: none"> Police Station - Police Blotter Hospital or Clinic - Medical Certificate signed by the Registered Physician

National Police will suffice and be accepted to prove his or her identity.				
For all other incidents: 1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • Armed Forces of the Philippines or Philippine National Police • Office of the Civil Registry • Certificate from the Local Disaster Risk Management Office; or • Local Government Unit • Hospital or Clinic signed by Licensed Physician 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<i>PACC Officer</i> Anti-Red Tape Unit
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	<i>Section Head</i> Sectoral Program
	2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months.			

	<p>If a client is eligible (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.</p> <p>If a client is not eligible, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.</p> <p>2.1.2 Check the documents presented by the client.</p> <p>If documents are complete and valid, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are incomplete and non-compliant, provide a checklist.</p> <p>2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented</p>			
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3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client 3.1.1 Ask client to fill-out the necessary fields in the prescribed forms	None	20 minutes	<i>Section Head</i> Sectoral Program
4. Submit accomplished forms and required documents. If necessary, attend interview for further clarification.	4.1 Collect the accomplished forms and documentary requirements from client 4.1.1 Verify the submitted documents for veracity, consistency, and authenticity. 4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency. 4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client. 4.1.4 Preparation of vouchers and financial documents.	None	80 minutes	<i>Section Head</i> Sectoral Program

	<p>4.1.5 Forward the Client's Document to the Authorized Approving Officer.</p> <p>4.1.6 Compile the approved documents of the client.</p>			
5. Receive assistance	<p>5.1 Confirmation of client's identity; 5.1.1 Releasing of actual assistance to client; 5.1.2 Releasing of actual assistance to client; If through outright cash, ask client to check the actual amount received; If through Guarantee Letter, advise client to review the correctness of the personal information reflected in the document.</p>	None	15 minutes	Section Head Sectoral Program
6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	Section Head Sectoral Program
	6.2 Collect accomplished Client Satisfaction Measurement Survey			

TOTAL	None	180 minutes or three (3) hours for Outright Cash One (1) day or 24 hours for a Guarantee Letter.	
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5. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines as of 2015. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

Office or Division:	Protective Services Division, Community-based Services Unit / Sectoral Programs
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	REGISTERED SOLO PARENT

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Solo Parent Identification Card		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None		<i>PACC Officer</i> Anti-Red Tape Unit
2. Attend Interview for assessment of needs	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client. 2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs	None	10 minutes	<i>Section Head</i> Sectoral Program
3. Attend psychological intervention, psychological first aid and/or counseling	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	<i>Section Head</i> Sectoral Program

	<p>If no further assistance is to be provided, the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving.</p> <p>3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>	None	5 minutes	Section Head Sectoral Program
4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p>For AICS, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p>	None	40 minutes	Section Head Sectoral Program

	<p>For livelihood assistance, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance.</p> <p>For other agency/ies, FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.</p>			
	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or Combased Section Head / PSD Chief in SWADT.	None	2 days	<i>Section Head</i> Sectoral Program
5. Receive the referral/ endorsement letter	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	<i>Section Head</i> Sectoral Program
	TOTAL:	None	2 working days, 90 minutes	

6. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (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 from becoming victims of trafficking.

Office or Division:	Protective Services Division, Community-based Services Unit / Sectoral Programs		
Classification:	Highly Technical		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Case Management			
Travel document (for Repatriated TIP Victims) (1 Photocopy) Valid ID (1 Photocopy) Social Case Study Report		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)	
Medical Assistance			
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) (1 Original and 1 Photocopy) Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). Barangay Certificate of Residency and Valid ID for the client		<ul style="list-style-type: none">Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill)Barangay Hall (Barangay Certificate)Government Institutions (Valid ID)	
Educational Assistance			
School registration and/ or certificate of enrolment Statement of Account for tertiary education Valid school ID Valid ID of the parent/ guardian		School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account) Government Institutions (Valid ID)	
Skills Training			
Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and Photocopy) Valid ID		TESDA / accredited training school where the client is enrolled Government Institutions (Valid ID)	
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)			
Contract of Employment or any similar document which indicates that they are hired Valid ID (1 Original and 1 Photocopy)		Employer of the client Government Institutions (Valid ID)	
Financial Assistance for Livelihood			

<div>1. Result of the 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.</div> <div>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.</div> <div>3. Valid ID (1 Original and 1 Photocopy)</div> <div>4. Social Case Study Report</div>		<div><div>• DSWD Field Offices</div><div>• Government Institutions (Valid ID)</div><div>• DSWD Field Office or Local Social Welfare and Development Office</div></div>		
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
No Documents need.		DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.		
Provision of Temporary Shelter				
1. Referral Letter from the Social Worker (1 Original and 1 Photocopy)		DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.		
Support for Victim-survivors/ Witness and Transportation Assistance				
<div><div>• Valid ID</div><div>• Social Case Study Report</div></div>		<div><div>• Government Institutions (Valid ID)</div><div>• DSWD Field Offices</div></div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	<div>1.1 Interview of the client</div> <div>1.1.1 Provide Psychosocial Counseling</div> <div>1.1.2 Conduct Assessment</div>	None	2 Hours	Section Head Sectoral Program

	<p>If the Client needs Temporary Shelter refer to Residential Care Facility.</p> <p>1.1.3 The Social Worker shall provide a list of documentary requirements depending on the assistance to be provided.</p> <p>1.1.4 Refer to the list of requirements.</p>			Section Head Sectoral Program
2. Submit Documentary Requirement for the service/s to be availed	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.</p>	None	10 minutes	Section Head Sectoral Program
	<p>2.2 Processing of the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related b. Social Case Study Report</p>	None	7 Days	Section Head Sectoral Program

	c. Preparation of referral letter (if needs other program assistance)			
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	3 working days	<i>Section Head</i> Sectoral Program
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	<i>Regional Director</i> DSWD Field Office VIII
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	2 working days	<i>Section Head</i> Cash Section
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	<i>Section Head</i> Sectoral Program
	TOTAL:	None	For Temporary Shelter -2 hours	
	TOTAL:	None	For Livelihood Assistance - 12 Days	
	TOTAL:	None	For other Assistance - 5 Days	

7. Securing Travel Clearance for Minors Traveling Abroad

Digital Blue Card (formerly known as the DSWD Travel Clearance) is an electronic document issued by the Department of Social Welfare and Development to a minor traveling abroad unaccompanied by any of the parents or persons having no parental authority and legal custody over the child.

Office or Division:	Centralized Processing Office - Minors Traveling Abroad Under Program Management Bureau	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Minor/s traveling alone to a foreign country for the first time:		
Scanned copies of the following:		
1. QR-coded Birth Certificate from the Philippine Statistics Authority (PSA)	Philippine Statistics Authority (PSA)	
2. QR-coded Marriage Certificate of the minor's parents or the Court Decision on Legal Guardianship, Solo Parent ID, if applicable	Philippine Statistics Authority (PSA)	
3. Affidavit of support and Certified copy of Evidence of financial capability of the sponsor such as any of the following: a. Certificate of Employment; b. Latest ITR; or c. Bank Statement.	Sponsor	
4. QR-coded Death Certificate (in case of death of either parent or both) issued by the Local Civil Registrar;	Philippine Statistics Authority (PSA)	
5. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months;	Applicant	
6. Valid ID/Passport of Parents (with signature); and	Parent/s	
7. Passport of Minor (if available).	Minor	
B. For the Succeeding unaccompanied travel to a foreign country:		
Scanned copies of the following:		
1. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months;	Applicant	
2. Valid ID/Passport of parents (with signature), Solo Parent ID, if applicable;	Parent/s	
3. Affidavit of support and Certified Copy of Evidence of financial capability of the sponsor such as any of the following:	Applicant or Sponsoring Person/Agency	

a. Certificate of employment b. Latest ITR; or c. Bank Statement	
C. Minor/s traveling alone to a foreign country for the first time with a person other than the parents or legal guardian	
Scanned copies of the following:	
1. QR-coded Birth Certificate from the Philippine Statistics Authority (PSA);	Philippine Statistics Authority (PSA)
2. QR-coded Marriage Certificate of the minor's parents or the Court Decision on Legal Guardianship, Solo Parent ID, if applicable;	Philippine Statistics Authority (PSA)
3. Valid ID/Passport of Parents (with signature);	Parent/s of the Minor
4. Scanned copy of colored passport-size photos of the minor (in white background);	Applicant
5. Passport of the travelling companion;	Traveling Companion
6. If family friend/foreign companion, passport bio-page and visa/Alien Certificate of Registration ID (ACR i-card);	Traveling Companion
7. Notarized oath of undertaking (if non-relative);	Applicant
8. Proof of financial capability of the sponsor: a. Bank statement; b. Certificate of Employment; or c. Income Tax Return. If the sponsor is living abroad, proof of financial capability should be subscribed and sworn to before an authorized officer to administer the oath.	Applicant or Sponsoring Person/Agency
D. Subsequent travel of minors with a person other than the parents or legal guardian:	
Scanned copies of the following:	
1. Colored copy of the previous Travel Clearance issued by the DSWD, if previously applied manually;	Applicant
2. Electronically generated Travel Clearance need not be uploaded for renewing applicants;	Applicant
3. QR-coded Marriage Certificate of the minor's parents issued by the PSA or Court Order on Legal Guardianship, Solo Parent ID, if applicable;	Philippine Statistics Authority (PSA)
4. Valid ID/Passport of parents (with signature);	Parent/s
5. Two (2) colored passport-size photos of the minor (on a white-background);	Applicant
6. Passport of the traveling companion;	Minor's Traveling Companion
7. If family friend/foreign companion, passport	Minor's Traveling Companion

bio-page and visa/Alien Certificate of Registration ID (ACR i-card);	
8. Notarized oath of undertaking (if non-relative);	School, Sports Agency, or Sponsoring Organization
9. Proof of financial capability of the sponsor, any of the following: a. Bank statement; b. Certificate of Employment; or c. Income Tax Return. If the sponsor is living abroad, proof of financial capability should be subscribed and sworn to before an authorized officer to administer the oath.	Applicant or Sponsoring Person/Agency
E. Additional Requirements for Minor/s Under Special Circumstances:	
For Filipino minors migrating to another country (for purposes of determining if exempted): a. Scanned copy of the Visa petition approval.	Applicant
For minor who is over 18 years old but is unable to fully take care of himself/herself from abuse, neglect, cruelty, exploitation or discrimination because of physical or mental disability or condition: a. Scanned Certification from a Physician citing the minor's condition and his/her inability to fully take care of him/herself.	Attending physician
For a minor who will study abroad: a. Scanned copy of the student Visa or Acceptance or Certificate of Enrollment or Registration from the school where the minor is to be enrolled.	School where the minor is to be enrolled
For a minor who will attend conferences, study tours, competition, student exchange program, Summer Camp, Pilgrimage, World Youth Day, and other related activities: a. Scanned copy of the Certification from the sponsoring organization; b. A scanned copy of the Affidavit of Undertaking of the companion indicating the safety measures undertaken by the sports agency (sports competition); and c. Scanned copy of the Signed Invitation from the sponsoring agency/organization abroad with an itinerary of travel and list of participants and duration of the	Local organization in the Philippines Traveling companion Sponsoring agency/ organization abroad

activity/travel.	
For minors going abroad for medical purposes (only applicable to children in Child Caring Agencies and SWDAs with sponsors abroad for their medical treatment): a. Scanned copy of the Medical Abstract of the minor; b. Scanned copy of the Recommendation from the attending physician that such medical procedure is not available in the country; and c. Scanned Letter from the Sponsor.	Licensed Attending Physician
For a minor going abroad for inter-country adoption: a. NACC issued Consent to Travel	National Authority for Child Care (NACC)
For a minor under Foster Care, scanned copies of the following: a. RACCO issued Consent to Travel	Regional Alternative Child Care Office (RACCO)
For minors under adoption (must have an undergoing filed petition), scanned copies of the following: a. RACCO issued Consent to Travel	Regional Alternative Child Care Office (RACCO)
For minors under Legal Guardianship: a. Social Case Study Report executed by a Licensed Social Worker of the Local Government Unit of the Parent/Guardian; and b. Blotter report from either the Local Police or Barangay Certification from the locality or the last known address of the alleged missing parent. c. Solo Parent ID, if applicable	Local Government Unit Barangay or Local Police
F. For securing the MANDATORY Certificate of Exemption	
1. If the parents are not married, and the child's traveling companion is the biological father who has sole parental custody or legal custody over the minor as evidenced by a Court Order: a. QR-coded PSA issued birth certificate of minor; b. Scanned Court Order granting the Sole Parental Custody to the biological father.	Philippine Statistics Authority (PSA) Applicant
2. When the traveling companion is the legal guardian;	

a. QR-coded PSA-issued birth certificate of a minor; b. Scanned Court Order granting Legal Guardianship over minor;	Philippine Statistics Authority (PSA) Applicant
3. Orphans of married parents and traveling with substitute parent/s (grandparents or nearest kin per Family Code): a. QR-coded PSA issued a birth certificate of a minor; b. QR-coded PSA-issued Marriage Certificate of the minor's c. QR-coded PSA-issued Death Certificate of minor's parents d. QR-coded PSA-issued Birth Certificate of the traveling parents companion (grandparents or nearest kin) to establish the relationship with the minor.	Applicant
4. Orphans of non-married parents and traveling with the substitute parent/s (maternal side): a. QR-coded PSA-issued birth certificate of a minor; b. QR-coded PSA-issued Death Certificate of the minor's biological mother c. QR-coded PSA issued Birth Certificate of the traveling biological mother companion (maternal grandparents) to establish the relationship with the minor.	Applicant

ONLINE APPLICATION THROUGH MTA PORTAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account in the MTA portal via this link: https://mta.dswd.gov.ph , to submit application forms, upload the required documents, and pay the applicable fee.	1.1 After payment, the system issues a notification via email confirming receipt of the application.	<u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child	20 minutes	Applicant through the MTA Portal
2. Wait for the review and assessment of the Social Worker.	2.1 Designate an assessor to review and evaluate the applicant's requirements.	None	5 minutes	Social Welfare Officer IV, PSB - Sectoral Programs Division

	<p>2.2 Conduct a thorough review and evaluation of the submitted online application and its supporting documents to verify the authenticity and completeness of the required documents.</p> <p>2.3 Notify the client via email for the availability of schedules for the online interview.</p>	None	35 minutes	Assessor
3. Select a schedule for an online interview	3.1 Confirm the schedule and details of the online interview.	None	5 minutes	MTA Portal
4. Attend the online interview together with the minor and parent/travel companion	4.1 Conduct an online interview and prepare his/her assessment of the application.	None	30 minutes	Interviewer
5. Wait for the travel clearance/ certificate of exemption	<p>5.1 Provide the final remarks based on the review of the assessor's and interviewer's remarks</p> <p>5.2 Prepare and submit the assessment report with a recommendation for approval or disapproval of the application.</p>	None	10 minutes	Interviewer

	5.3 Sign/approve the application or certificate of exemption for exempted applicants	None	15 minutes	Division Chief PSB - Sectoral Programs Division SWO IV, Centralized Processing Office-Minors Traveling Abroad (CPO-MTA)
	5.4 Issue a system-generated notice of approval/disapproval to the client. 5.5 If an application is disapproved due to incorrect information or missing documents, the applicant will be notified and advised to provide the necessary corrections and required documents for compliance.	None	5 minutes	On-Duty Social Welfare Officer/ Admin Staff
6. Receive the travel clearance/certificate of exemption	6.1 Issue the travel clearance/certificate of exemption to the applicant through the MTA Portal	None	10 minutes	On-Duty Social Welfare Officer/ Admin Staff
TOTAL:		<u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child	2 hours and 15 minutes	

ONSITE APPLICATION

Note: This is only applicable if the MTA Portal Server is down for 72 hours

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register information in MTA client's logbook	<p>1.1 Issue Service Sequence Number</p> <p>1.1.2 Encoding of the client's information in online Spreadsheet</p>	None	5 minutes	<p><i>PACC Officer</i> Office of the Assistance Regional Director for Administration</p> <p><i>Section Head</i> Sectoral Program</p>
2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening	<p>2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements</p> <p>If the documents are complete, assigns control number on the application form</p> <p>If the documents are incomplete, request the client to comply with the lacking documents. Provides the client the initial findings.</p>	None	10 minutes	<i>Section Head</i> Sectoral Program
	<p>2.2 Conduct interview and prepare assessment of the application.</p> <p>2.2.1 Review and approval of the supervisor of the assessment report.</p>	None	30 minutes	<i>Section Head</i> Sectoral Program

	<p>2.3 Approve/ Disapprove the application</p> <p>If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p>If disapproved, provide the client with a written explanation stating the reasons of the disapproval</p> <p>If exempted, prepare the Certificate of Exemption for Approval of the Regional Director</p>	None	5 minutes	Section Head Sectoral Program
	2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and Disapproved Travel Clearance Applications	None	5 minutes	Section Head Sectoral Program
3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php300.00 for 1 year validity;	5 minutes	Cash Section Head Financial Management Division
	3.2. Issue Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity	5 minutes	Cash Section Head Financial Management Division

4. Present the Official Receipt and Receives the issued Travel Clearance	<p>4.1 Receive the official receipt</p> <p>4.1.1 Encode the details of the applicant in the Travel Clearance.</p> <p>4.1.2 Sign the Travel Clearance.</p> <p>4.1.3 Release the travel clearance/ certificate of exemption including the official receipt</p>	None	30 Minutes	<p><i>Section Head</i> Sectoral Program</p> <p><i>Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head</i> Regional Office</p> <p><i>Section Head</i> Sectoral Program</p>
5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook	<p>5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)</p> <p>5.1.1 Ask the client to sign the Log Book for the Travel Clearance/Certificate of Exemption Received</p>	None	5 Minutes	<i>Section Head</i> Sectoral Program
6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)	6. Receive the Filled up CSMF Form	None	5 minutes	<i>Section Head</i> Sectoral Program

	TOTAL	For 1 year validity- Php 300.00 Php 600.00 for 2 years validity		
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INNOVATONS DIVISION (STB)

EXTERNAL SERVICES

1. Technical Assistance on Program/Project Development or Enhancement

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

Office or Division:	Social Technology Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter		From the requesting DSWD Field Office, LGU, NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through: a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form;	1. Receive and record the request.	None	2 hours	<i>Social Welfare Assistant</i> Social Technology Unit

c. E-mail; or d. STB Ticketing System.				
	1.2. Prepare, review, and send response to the requesting party.	None	7 days	Training Specialist II Social Technology Unit
	1.3. If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements	None	5 days Note: Turn around time does not include days between sending a response and actual conduct of activity.	Training Specialist II Social Technology Unit
TOTAL				
If the Technical Assistance requested may be provided via official communications.		None	7 days	
If without physical/online Technical Assistance Session			2 hour	
If the request involves conduct of actual technical assistance activity			12 days	
If with physical/online Technical Assistance Session			2 hours	

**OFFICE OF THE REGIONAL DIRECTOR
CLUSTER – TECHNICAL ASSISTANCE
AUGMENTATION AND OTHER RELATED
SUPPORT SERVICES
(TAAORSS)**

EXTERNAL SERVICES

1. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	Technical Advisory/Assistance and Other Related Support Services (TAAORSS)				
Classification:	Complex				
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)				
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy) 3. Client Satisfaction Measurement Survey </td><td> 1. Requesting party 2. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS) 3. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS) </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy) 3. Client Satisfaction Measurement Survey	1. Requesting party 2. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS) 3. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy) 3. Client Satisfaction Measurement Survey	1. Requesting party 2. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS) 3. Field Office (FO) VIII Technical Advisory/Assistance and Other Related Support Services (TAAORSS)				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive, check, and log the request letter After recording, forward the request letter to the CBS/SWIDS Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.	None	4 Hours	<i>Administrative Officer I</i> Record and Archives Management Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<i>Training Specialist II</i> TAAORS
	1.2. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<i>Training Specialist II</i> TAAORS
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	1.3. Review the completeness of the request. 1.3.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.3.2 If not complete,	None	4 Hours	<i>Training Specialist II</i> TAAORS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>coordinate with the requestor to complete the details.</p> <p><i>Note:</i></p> <p><i>a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>b. If the request letter provides unclear information, send the Request Form to the requester</i></p>			
	<p>1.4. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned</i></p>	None	18 Hours	<p><i>Training Specialist II</i> TAAORS</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>CBS/SWIDS staff shall e-mail the CGS member with the details of the request.</i></p> <p>1.4.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts <p>1.4.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>1.4.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP			
(If regret) Accomplish CSM Survey	<p>1.5. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.5.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	<i>Training Specialist II</i> TAAORS
	<p>1.6. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p>1.6.1. <i>with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p>	None	4 Hours	<i>Training Specialist II</i> TAAORS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>1.6.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
	<p>1.7. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>1.7.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.7.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p>	None	8 Hours	Regional Director Field Office VIII

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database.	None	3 Hours and 50 minutes	<i>Training Specialist II</i> TAAORS
2. Accomplish CSM Survey	2. Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via E-mail.	None	10 minutes	<i>Training Specialist II</i> TAAORS
	TOTAL	NONE	7 Days	

**OFFICE OF THE REGIONAL DIRECTOR
CLUSTER – SOCIAL MARKETING UNIT
(ORD – SMU)**

EXTERNAL SERVICES

1. Handling of 8888 Inquiries, Complaints, and Grievances

The Agency Operations Service (AOS) was created by the Department of Social Welfare and Development in accordance with Executive Order No. 06, Series of 2016, issued by President Rodrigo Roa Duterte. This executive order formalized the establishment of the 8888 Citizens' Complaint Hotline and the corresponding 8888 Citizens' Complaint Center. The primary responsibility of the AOS is to guarantee compliance with the stipulated 72-hour response time for all inquiries, complaints, and grievances that are directed to the DSWD via the 8888 hotline portal.

The formation of the AOS represents a significant step in enhancing the Department of Social Welfare and Development's responsiveness to the concerns of the public. By institutionalizing the 8888 Citizens' Complaint Hotline, the executive order aims to streamline the process of addressing citizen grievances, thereby fostering greater accountability and transparency within the agency. The AOS plays a crucial role in ensuring that all communications received through the hotline are handled efficiently and within the designated timeframe, thereby reinforcing the commitment of the DSWD to serve the community effectively.

Office or Division:	Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i> 2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i>		8888 Citizens' Complaint Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.</p>	<p>1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD.</p> <p>1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office/Bureau s/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 Encode the client's details into the Integrated Grievance Redress Management</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Regional Information Officer</i> Social Marketing Unit</p>
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	System (IGRMS) and 8888 unified monitoring matrix.			
	1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit
	1.4 Respond to the client's concern(s) accordingly.	None	71 Hours, 10 Minutes	<i>Regional Information Officer</i> Social Marketing Unit
	1.5 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client, provided that the client's information is available.	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit
	1.6 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the AOS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit

	Action Team.			
	<p>1.7 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>1.7.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective O/AA through the official email address for compliance.</p> <p>1.7.2 If the response received meets the criteria in terms of being concrete and specific²⁹, and accompanied by complete attachments,</p>	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit

²⁹ It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	proceed to the next step.			
	1.8 Recommend the closure of the complaint stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.	None	5 minutes	<i>Regional Information Officer</i> Social Marketing Unit
	1.9 Once closed, notify the Field Office that the ticket has been closed in the 8888 Portal. 1.10 Acknowledge the provided update. 1.11 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/ resolved.	None	10 Minutes	Project Development Officer II Agency Operations Service <i>Regional Information Officer</i> Social Marketing Unit
	TOTAL:	None	3 calendar days or 72 hours	

2. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

In order to ensure a prompt and effective response to all incoming correspondence, including referral letters, the IGRMS Public Portal, Public Assistance and Complaints Desk (PACD) Walk-in clients, DSWD Inquiry Email, and DSWD Hotline are utilized to address requests for assistance, inquiries, feedback, or complaints from the general public, as well as from various National Government Agencies (NGAs), Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

Office or Division:	Social Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		Social Marketing Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or send communication of	1.1 Receive inquiry, request, grievance, or	None	3 minutes	<i>Regional Information Officer</i> Social Marketing Unit

inquiry, request, or grievance.	endorsement letter of the presented request for assistance, inquiry, feedback, or grievance received from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referral, and Presidential Action Center (PACe).			
	<p>1.2 Review and assess the inquiry, request, or grievance of the clients.</p> <p>1.2.1 For inquiry, request, or grievance received through PACD/Walk-In clients, respond through the PACD;</p> <p>1.2.2 For inquiry, request, or grievance received through the DSWD Inquiry Email, respond</p>	None	3 minutes	<i>Regional Information Officer</i> Social Marketing Unit

	<p>through the DSWD email;</p> <p>1.2.3 For inquiry, request, or grievance received through the DSWD Hotline, respond through phone call/hotline;</p> <p>1.2.4 For inquiry, request, or grievance received through referral letter from the NGAs, LGUs, and concerned office, draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 Determine whether the received inquiry, request or grievance is within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information,</p>	None	4 minutes	<i>Regional Information Officer</i> Social Marketing Unit

	<p>proceed to the next step.</p> <p>1.3.2 For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>1.3.3 For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>1.3.4 For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>1.3.5 For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p> <p>1.3.6 For client/s who chose to</p>			
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	<p>remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:</p> <p><i>"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence" or direct evidence"</i></p>			
	<p>1.3 Categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p>1.4.1 For simple queries: Respond to the concern of the client through the</p>	None	25 Minutes	<p><i>Regional Information Officer</i> Social Marketing Unit</p>

	<p>DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number). For PACD clients, respond to the client's concerns accordingly.</p> <p>1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as "Complex", endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/Services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>1.4.3 For grievances and confidential complaints</p>			
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	<p>classified as “Highly Technical”, draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.</p> <p>1.5 Encode the client’s details in the AOS Monitoring Matrix/Tool</p>			
	<p>1.6 Receive the referral email/ memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.</p> <p>1.7 Review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>1.8 Endorse the email/ referral letter to the concerned Division/Unit/ Services for</p>	None	10 Minutes	<p><i>Regional Information Officer</i> Social Marketing Unit</p>

	appropriate action. 1.9 Encode the client's details in the Monitoring Matrix/Tool.			
2. Receive a response/action on the concern.	2.1 Provide appropriate action/update the client on the status of his/her concern. 2.2 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client. 2.3 Provide and submit a feedback report.	None	a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	<i>Regional Information Officer</i> Social Marketing Unit
	2.4 Submit to DSWD CO-AOS the copy of the signed document/ feedback report/ memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the concern of the client and	None	10 Minutes	<i>Regional Information Officer</i> Social Marketing Unit

	update the Monitoring Matrix/Tool.			
	<p>2.5 Review the submitted signed official document/ memorandum/ feedback report.</p> <p>2.5.1 For actions/ feedback reports not considered concrete and specific, return the submitted report to the concerned office for compliance.</p> <p>2.5.2 For actions/ feedback reports considered concrete and specific, proceed to the next step.</p> <p>2.6 For PACe referral, recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific.</p>	None	10 Minutes	<i>Project Development Officer II</i> <i>Agency Operations Service</i>

	2.7 Acknowledge the receipt of the official document/ memorandum/ feedback report	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit
	2.8 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and grievances as responded/ closed.	None	5 Minutes	<i>Regional Information Officer</i> Social Marketing Unit
	TOTAL	NONE	1 hour and 15 Minutes	

3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients through the Public Assistance and Complaints Desk (PACD)

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public in compliance with Republic Act No. 11032: "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007". The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

Office or Division:	Anti-Red Tape Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)
Who may avail:	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Grievance Information Form 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available)		Public Assistance and Complaints Center (PACC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge/file inquiry, request, or grievance through the PACD	1.1 Submit an inquiry, request, or grievance to the PACD Officer whether verbal or by filling out the Grievance Information Form (GIF)	None	5 Minutes	<i>Administrative Assistant II</i> Anti-Red Tape Unit
	1.2 Inquire about client issues with probing questions, following the verbatim script.	None	8 Minutes	<i>Administrative Assistant II</i> Anti-Red Tape Unit
	1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS).	None	2 Minutes	<i>Administrative Assistant II</i> Anti-Red Tape Unit
	1.4 Assess the concern of the client and provide a suitable response/resolution:	None	20 Minutes a. Simple Transaction (three (3) working days)	<i>Administrative Assistant II</i> Anti-Red Tape Unit

	<p>1.4.1 For Simple Inquiry: Provide a clear and concise response to the query.</p> <p>1.4.1.1 If unsure, offer to find the information or direct them to the office, unit, section, and/or program concerned.</p> <p>1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p>1.4.2 For Complex and Highly Technical Concerns: Contact/</p>		<p>b. Complex Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p>	
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	<p>coordinate with the concerned office, unit, section, and/or program.</p> <p>1.4.2.1 Refer the client either through the accomplished GIF or via phone call to the concerned office, unit, section, and/or program.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.</p>			
	<p>1.5 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).</p>	None	2 Minutes	<i>Administrative Assistant II</i> Anti-Red Tape Unit

	1.6 The client shall accomplish the Client Satisfaction Measurement Survey (CSMS) Form based on the level of satisfaction with the service/ response provided by the attending PACD Officer. 1.7 Encode the results of the survey in the CSMS database as a means of verification.	None	3 Minutes	<i>Attending PACD Officer</i>
	TOTAL	NONE	40 Minutes	

FIELD OFFICE VIII

INTERNAL SERVICES

**ADMINISTRATIVE
DIVISION
(AD)**

INTERNAL SERVICE

1. Facilitation of Request for Relief from Property Accountability from Commission on Audit

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability.

Office or Division:	Property and Supply Section (PSS)	
Classification:	Complex Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are:	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).		1. From PSAMD Office through PREMIS
2. One (1) original copy of duly notarized Affidavit of Loss		2. To be prepared by the client without any prescribed format
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.		3. To be prepared by the client without any prescribed format
4. One (1) original copy of Police Report		4. To be prepared by the client without any prescribed format
5. One (1) original copy Comments of the Head Cluster/Regional Director		5. To be prepared by the client without any prescribed format
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.		6. To be prepared by the client without any prescribed format
7. One (1) original copy of Inspection Report of Damaged Property.		7. To be prepared by the client without any prescribed format
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		8. From Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing of Request for Relief				
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1. The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Section Head Property and Supply Section
	1.1. Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLS DDSP. • If not complete: prepare a reply Memorandum to the accountable officer thru the	None	2 Hours (May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)	Section Head Property and Supply Section

HOBS to require submission of the identified lacking documentary requirements.

- The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief
- **If complete,** proceed to the next step

1.2. Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director

1.2.1. The Administrative Service Director and Head/ Administrative Division Chief and Head of

None

5 Days

5 days

(May be extended depending on the number of transactions being handled and the availability of documents and information to

<p><i>Section Head</i></p> <p>Property and Supply Section</p>

	<p>Property Office shall affix his/her initial on the draft Recommendation/ Comment;</p> <p>1.2.2. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements</p> <p>1.2.3. Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.</p>		support the issuance of recommendation.)	
TOTAL:		None	5 Days, 2 Hours, 5 Minutes	

Provision of Technical Assistance upon Receipt of COA Decision

1. Forward copy of COA decision on the request for relief from property accountability	1. Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	<i>Section Head</i> Property and Supply Section
	1.2. The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows: 1.2.1. If Relief is Granted - Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable	None	3 Days (May be extended depending on the number of transactions being handled)	<i>Section Head</i> Property and Supply Section

	<p>Officer through the HOBS /HODS</p> <p>(Update records/PREMIS)</p> <p>1.2.2. If Relief is Denied – Property personnel will prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p>1.2.3. Replacement Pagpapalit – Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as</p>			
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	replacement to the lost property 1.2.4. Payment –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines			
2. For Replacement: Present replacement unit for the lost property.	2. Inspect/Validate the offered replacement item/s <ul style="list-style-type: none"> • If Non-Compliant, Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements • If Compliant, Proceed to next step 	None	4 Hours (May be extended depending on the number of transactions being handled.)	<i>Section Head</i> Property and Supply Section
	2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:	None	4 Hours (May be extended depending on the number of transactions being handled.)	<i>Section Head</i> Property and Supply Section

	<p>a. Accept replacement unit upon concurrence of COA Representative and Prepare necessary documentation /update record in PREMIS</p> <p>b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p>			
<p>3. For Reimbursement: Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with</p>	<p>3. The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost</p>	None	2 Hours	<p><i>Section Head</i> Property and Supply Section</p>

the approved recommendation <i>(Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records)</i>	property in accordance with the approved recommendation.			
3. Fill-out CSMF	3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	Section Head Property and Supply Section
TOTAL:		None	For Replacement - 3 Days, 8 Hours, 10 Minutes For Reimbursement -3 Days, 2 Hours, 10 Minutes	

2. Facilitation of Request for Replacement/Reimbursement of Lost, Damaged or Destroyed Properties

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office or Division:	Property and Supply Section (PSS)
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Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		1. From PSS Office through PREMIS 2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User shall request to the Regional Director re replacement or reimbursement of lost, damaged or destroyed properties.	1. The RD shall forward the request to the Property, Supply and Asset Management Division (PSAMD) / Property and Supply Section (PSS). 1.1. PSAMD/PSS shall assign to action officer the request for review 1.2. Review the request and determine the completeness of data and attachments • If not complete –	None	20 Minutes	Section Head Property and Supply Section

	<p>Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s</p> <p><i>(The Memorandum shall be signed by the Administrative Service Director/Administrative Division Chief)</i></p> <ul style="list-style-type: none"> • If Complete – Proceed to the next step 			
	<p>1.3. The Property Personnel shall prepare a recommendation addressed to the Undersecretary for GASSG/Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value</p>	None	<p>5 Days (May be extended depending on the number of transactions being handled and the availability of signatories of approving officials)</p>	<p><i>Section Head</i> Property and Supply Section</p>

	<p>1.4. The property personnel shall receive of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:</p> <ul style="list-style-type: none"> • If the request is disapproved, prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum. 	None	2 Days (May be extended depending on the number of transactions being handled)	<i>Section Head</i> Property and Supply Section
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	<p>1.4.1. Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3rd step of this Citizen's Charter</p> <ul style="list-style-type: none"> • If the request is approved, prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15 			
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	calendar days from receipt of the decision <i>(Proceed to next step)</i>			
2. Present replacement unit/Settle the money value of the lost property	2. Inspect/Validate the offered replacement item/s <ul style="list-style-type: none"> • If Non-Compliant, Inform the Accountable Officer of the reason/s for non-compliance and to meet the needed requirements. • If Compliant, proceed to the next step. 2.1. replacement unit is compliant with the approved recommendation, the Property Personnel shall: <ul style="list-style-type: none"> a. Accept replacement unit b. Prepare necessary documentation /update record in PREMIS 	None	8 Hours (May be extended depending on the number of transactions being handled)	<i>Section Head</i> Property and Supply Section

	c. Prepare Memorandum to Finance and Management Service (FMS)/ Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account			
	2.2. Reimbursement - The accountable officer, through the assistance of property personnel shall secure from the Accounting Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation	None	2 Hours	<i>Division Chief</i> Property Supply and Asset Management Division
3. Fill-out CSMF	3. Upon completion of the process, the Property personnel shall	None	5 Minutes	<i>Section Head</i> Property and Supply Section

	administer the CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form			
TOTAL:		None	For Replacement - 7 Days, 12 Hours, 25 Minutes For Reimbursement - 7 Days, 7 Hours, 25 Minutes	

3. Issuance of Sticker Pass

- Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.
- Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

Office or Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) original copy of duly accomplished request for issuance of Sticker Pass		To be prepared by the client Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);	
<u>In the absence of the authorized signatory secure any of the following:</u>			

1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass 4. Present the property to claim sticker pass		1. Records and Archives Management Section (RAMS) 2. Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession 3. From the: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession 4. To be presented by the requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	Section Head Property and Supply Section
	1.2. Validate request: <ul style="list-style-type: none"> If not duly signed, request for the lacking signature If duly signed, update expiration date of the sticker pass in PREMIS; for DSWD property with an 	None	1 Hour, 30 Minutes	Section Head Property and Supply Section

	<p>accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2.1. Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.</p>			
	<p>1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for</p>	None	30 Minutes	<p><i>Section Head</i> Property and Supply Section</p>

	signature of the generated Sticker Pass			
	1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	<i>Section Head</i> Property and Supply Section
	1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	15 Minutes	<i>Section Head</i> Property and Supply Section
2. Claim Sticker Pass	2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.	None	30 Minutes	<i>Section Head</i> Property and Supply Section
	<ul style="list-style-type: none"> • If incorrect details, inform the requester and request for the right item. • If correct details, Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or 	None	30 Minutes	<i>Section Head</i> Property and Supply Section

	requester as received sticker			
	2.1. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	<i>Section Head</i> Property and Supply Section
	TOTAL:	None	4 Hours, 5 Minutes	

4. Re-issuance of Equipment and Semi-Expendable Supplies

To ensure that surrendered serviceable equipment and semi-expendable supplies may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property		1. From concerned personnel, interoffice memorandum format		
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)		2. From concerned personnel, interoffice memorandum format		
3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable	1. Receive, review and verify the availability of request	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability)	<i>Section Head</i> Property Supply Section

equipment/supply shall be assigned.			and volume of items)	
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Inform requesting Office on the availability/non-availability of items 2.1. Request approval of FETS for confirmation of transfer 2.2. AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	Section Head Property Supply Section
3. Recording of re-Issuance through PREMIS	3. Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	Section Head Property Supply Section
	3.1. Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on	Section Head Property Supply Section

			technicality of details and volume of items)	
	3.2. Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on the volume of items)	<i>Section Head</i> Property Supply Section
	3.3. Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	<i>Section Head</i> Property Supply Section
	3.4. Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	<i>Section Head</i> Property Supply Section
TOTAL:		None	6 Hours, 35 Minutes (Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources)	

5. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of Administrative Division.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned Offices 2. One (1) Photocopy of approved PPMP of requesting Office 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required		1. RIS template issued to respective Offices with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement	1. The Property Officer shall receive and validate the accuracy and completeness of all attached documents. 1.1. Upon receipt of RIS from PMD/PMS the Property Officer shall	None	20 Minutes (per submitted RIS)	Section Head Property Supply Section

Management Plan (PPMP) and Technical Assistance Request (TAR)	<p>review and verify the completeness of information and attachments as follows:</p> <ul style="list-style-type: none"> a. Photocopy of approved PPMP b. Inventory of Supplies on-hand duly noted by the requesting Office's Head; c. Technical Report from concerned Offices, if necessary; d. Pre-repair inspection, if necessary <p>1.2. Property/Supply Staff shall return the RIS should the following be encountered:</p> <ul style="list-style-type: none"> a. Incomplete documents b. Issuance will result in surplus of 			
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	inventory of the requesting office. c. Item requested is not the intended item for replacement d. The specification of the item requested is not the same as provided in the Technical Report.			
	1.3. Property Officer shall check completeness of document <ul style="list-style-type: none"> • If no, request for the lacking document(s); • If yes, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step. 	None	30 Minutes (per submitted RIS)	Section Head Property Supply Section
	1.4. Supply Officer shall check	None	80 Minutes	Section Head Property Supply Section

	availability of Supplies 1.4.1. Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available. <ul style="list-style-type: none"> • If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items. • If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s. 1.4.2. Indicate the quantity issued in the “issued-qua		(per submitted RIS and actual availability verification)	
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	ntity" column and any remarks in the "issued-remarks" column.			
	<p>1.5. Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the "Issued by" portion.</p> <p>1.5.1. Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p> <p>1.5.2. The property staff shall issue the available requested items to the end user.</p> <p>1.5.3. The End-User shall validate the quantity and</p>	None	<p>4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)</p>	<p><i>Section Head</i> Property Supply Section</p>

	<p>specification of received items. If accurate/in order, sign the "received by" portion of RIS.</p> <p>1.5.4. The property/ supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.</p>			
	1.6. The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	<i>Section Head</i> Property Supply Section
	1.7. After completion of the issuance of expendable/consumable supplies, the concerned property personnel	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	<i>Section Head</i> Property Supply Section

	shall prepare monthly RSMI to be submitted to the Accounting Division/Section			
	TOTAL:	None	7 Hours, 25 Minutes (Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total quantity of items)	

6. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

Prior to issuance to end user, all newly acquired properties, classified either as PPE or Semi-expendable properties shall first be coordinated with the Property Supply and Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

Office or Division:	Property and Supply Section (PSS)	
Classification:	Simple Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR)		1. Procurement Section -Contract Monitoring Unit

4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		2. Concerned offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays: For Purchased Property a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO	None	5 Minutes	Section Head Property Supply Section

	<p>d. Copy of Purchase Contract</p> <p>e. Approved Distribution List</p> <p>For Donated Properties</p> <p>a. Deed of Donation</p> <p>b. Approved Distribution List</p> <p>For properties attached to subscription</p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p> <p>For fabricated and constructed buildings</p> <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p>Note: Prior to recording, ensure the following:</p> <p>a. that the items are properly inspected prior to transmittal of documents</p>			
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	b. Documents are endorsed with routing slip			
	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	Section Head Property Supply Section
	1.3. If no, request for the lacking document/s (If yes, proceed to the next step)	None	5 Minutes	Section Head Property Supply Section
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	Section Head Property Supply Section
	1.6. The property officer shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS (Upon successful encoding)	None	10 Minutes	Section Head Property Supply Section

	<i>electronically, a property number shall be automatically generated by the system for property identification.)</i>			
	1.7. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	Section Head Property Supply Section
	1.8. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with attached routing slip and CSMF to the identified end user	None	15 Minutes	Section Head Property Supply Section
	1.9. Issuance of Semi expendable	None	1 Day	Section Head Property Supply Section

	property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit			
	1.10 Scan barcode PAR/ICS to update the following information of the property in PREMIS: <ul style="list-style-type: none"> • Date the PAR/ICS was returned with signature of the End-User • Date of approval of PAR/ICS 	None	10 Minutes	Section Head Property Supply Section
	1.11. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference	None	5 Minutes	Section Head Property Supply Section
TOTAL:		None	1 Day, 1 Hour, 5 Minutes	

7. Request for Air Transport Service

To provide a systematic procedure for the requests of reservation/booking of air transport service through a 24/7 online portal system provided by the airline service provider.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of the duly approved Air Transport Order (ATO)		General Services Section		
2. One (1) copy of the Approved Air Transport Reservation Request Form				
3. One (1) photocopy of Authority to Travel		Requesting Office		
4. Justification (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Booking process: 1. Submit Three (3) copy of the approved Air Transport Order (ATO) to GSD/GSS and Travel Authority.	1. Receive the ATO with the attached documents and endorse it to the GSD/GSS System Administrator.	None	2 minutes	Section Head General Services Section
	1.2. Review as to completeness of details and required documents.	None	10 minutes	Section Head General Services Section
	1.3. If found in order, the System Administrator affixes his/her signature to verify the ATO.	None	5 minutes	Section Head General Services Section

	1.3.1. If not, return the ATO to the concerned OBS to comply with the required details/documents.			<i>Section Head</i> General Services Section
	1.4. Provide the ATRO with access to the corporate account through the service provider's 24/7 online portal system. 1.4.1. Return the verified ATO to the concerned OBS to proceed with the booking process through the online portal system.	None	5 minutes	<i>Section Head</i> General Services Section

<p>2. Book the requested flight based on the details provided in the ATO.</p>	<p>2. Monitor the flight booking/reservation through the online portal system.</p> <p>2.1. Provide the passenger/s with the Electronic Ticket Transaction Receipt (e-ticket).</p> <p>2.2. Inform the passenger/s of the airline policies relating to their service availment.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Section Head General Services Section</i></p>
<p>If with flight changes:</p> <p>3. The passenger or their representative shall inform the Air Transport Reservation Officer (ATRO) at least four (4) hours before the flight regarding the flight rebooking or cancellation and request for system access to facilitate the rebooking of the flight.</p>	<p>3. Provide system access to the corporate account through the service provider's 24/7 online portal system.</p> <p>3.1. The ATRO shall inform the General Services Division/General Services Section (GSD/GSS) System Administrator about the rebooking/cancellation and request for system</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Section Head General Services Section</i></p>

	<p>access to facilitate the rebooking through the online portal system.</p> <p>3.2. To cancel the booked flight, the ATRO shall contact the service provider's hotline number to request the cancellation.</p>			
<p>4. Monitor the flight rebooking through the online portal system and coordinate with the ATRO through email/hangouts for flight cancellation.</p>	<p>4. The ATRO shall facilitate the rebooking through the portal system or contact the hotline number for cancellation of the flight.</p> <p>4.1. The ATRO shall issue the rebooked flight ticket to the requesting passenger.</p> <p><i>(For the refund of airfare of the canceled flight, the ATRO shall contact the service provider through email to request the issuance of the refund record required for the payment process.)</i></p>	None	1 Hour	<p>Section Head General Services Section</p>

5. Secure a copy of the justification for the rebooked/cancelled flights and other required documents.	5. The ATRO shall update the GSD/GSS System Administrator regarding the flight changes/cancellations made including the charges incurred.	None	10 minutes	Section Head General Services Section
6. Accomplish the Client Satisfaction Measurement Form (CSMF)	6. Secure the accomplished CSMF.	None	5 minutes	Section Head General Services Section
TOTAL:		None	2 hours and 37 Minutes	

8. Request for the Use of DSWD Conference Rooms

The use of conference rooms is provided for all DSWD Officials and Employees as a venue for meetings, events and other official activities at the Field Office.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request For Use Of DSWD Conference Rooms Through Manual Form				

1. Submit one (1) copy of the accomplished Request Conference Room Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	1. Receive and assign a control number to the submitted request form and/or send an acknowledgment email to the Requesting Party.	None	3 minutes	Section Head General Services Section
	1.1. Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	Section Head General Services Section
	1.2. Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/disapproval.	None	5 minutes	Section Head General Services Section
	1.3. Sign the request form and return the approved/disapproved request to the GSS	None	5 minutes	Section Head General Services Section

	1.4. Transmit the approved or disapproved request to the Client through email	None	5 minutes	Section Head General Services Section
2. Wait for the email if the request is approved or disapproved. <ul style="list-style-type: none"> • If approved, acknowledge and/or confirm receipt of email • If disapproved, request a certification of non-availability of conference room 	2. Inform the client of the request through email. <ul style="list-style-type: none"> • If disapproved, issue a certificate of non-availability of conference room. 	None	5 minutes	Section Head General Services Section
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested.	None	10 minutes	Section Head General Services Section
	3.1. Provision of Service			
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	Section Head General Services Section

9. Request for Use and Monitoring of Vehicle

Administrative Service-General Services Division (AS – GSD) commits itself to deliver a very satisfactory delivery and conveyance of the officials, personnel, staff and services of the department at all times.

This service is to provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees.

Office or Division:	General Services Section			
Classification:	Complex			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the GSS <ul style="list-style-type: none"> a. Original Copy for GSS b. receiving copy for the personnel concerned (photocopy) 		General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out Request Form (AS-TMS-01) together with the receiving copy to the GSS. <i>Note: Submission of request must be at least 2 days prior to the actual travel.</i>	1. Receives and stamps "Received" in the receiving copy. 1.1. Review/validate the received request if properly accomplished; special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.	None	2 minutes 3 minutes	Section Head General Services Section

2. Coordinates / follows up with the GS/GSS regarding their request. <i>Note: If the vehicle is not available, please proceed to Step 3.</i>	2. Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request.	None	3 minutes	<i>Section Head</i> General Services Section
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<i>Otherwise, proceed to Step 4.</i>	2.1. Review the current schedule of availability of vehicle; <i>Note: If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i>		3 minutes	Section Head General Services Section
	2.2. If the vehicle is not available, inform the end-user thru phone call or email. The technical staff or personnel in charge prepares certification of non-availability of vehicle		10 minutes	
3. Receives the Certification of non-availability of vehicle. <i>(End of transaction if vehicle is not available)</i>	3. The GSS Head reviews and signs the certification 3.1. Issue the certification to support the reimbursement claims for use of public transport of the end-user	None	2 minutes 2 minutes	Section Head General Services Section
4. Receives the confirmation of travel details from the	4. If vehicle is available, the technical staff or personnel in charge	None	2 minutes	Section Head General Services Section

GSS personnel.	identifies the appropriate vehicle to accommodate the request through number of passengers and destination; 4.1. The technical staff or personnel in charge prepares Trip ticket for trips within Region VIII;		15 minutes	
	4.2. The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	<i>Section Head</i> General Services Section
	4.3. The GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Chief of Administrative Division	None	2 minutes	<i>Section Head</i> General Services Section And <i>Division Chief</i> Administrative Division

	4.4. Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.		10 minutes	<i>Section Head</i> General Services Section
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>Section Head</i> General Services Section
6. End of travel and/or back to work station	6. The driver must travel back to the workstation or park the vehicle at the	None	20 minutes	<i>Section Head</i> General Services Section

<p><i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSS.</i></p>	<p>designated DSWD garage.</p> <p>6.1. The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s</p> <p>6.2. The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p><i>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</i></p> <p>6.3. All relevant documents such as Trip Ticket,</p>			
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	Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
	TOTAL:	None	1 Hour and 55 Minutes	

10. Surrender / Turnover of Property and Cancellation of Property Accountability

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability.

Office/Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

<div>1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)</div> <div>2. For unserviceable property:<div><div>1 photocopy of Technical Assistance Report</div><div>Inspection Report</div></div></div> <div>3. Actual Property for turnover</div>		<div>1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;</div> <div>2. For unserviceable property:<div><div>From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</div><div>General Accounting Manual Volume II Appendix 62 with prescribed format</div></div></div> <div>3. To be made available by the accountable person</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. End- User will apply for clearance for property accountability</div>	<div>1. The Property Personnel will verify and evaluate the following:<div><div>Duly Accomplished and signed FETS;</div><div>RRPS (if applicable)</div><div>Pre-Inspection report or TA(if required)</div><div>Surrendered Property Item/s</div></div></div> <div>1.1. Any discrepancy will be discussed with the DPSC or end-user for rectification of</div>	<div>None</div>	<div>90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)</div>	<div>Section Head Property and Supply Section</div>

	<p>documents or replacement of surrendered items.</p> <p>1.2. Identify when rectification of documents applies.</p> <p>1.3. Identify when replacement of surrendered items.</p> <p>1.4. The Property Personnel shall prepare recommendation either rectification or replacement</p>			
2. Property Accountability Cancellation	<p>2. The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p> <p><i>(The property staff shall provide the customer</i></p>	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	Section Head Property and Supply Section

	<p><i>feedback for manually requested FETS to the requesting party for the service provided.)</i></p> <p>2.1. Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>2.2. Generate and print the barcode sticker, then attach to each surrendered property item/s</p>			
3. Updating of Records	<p>3. The property staff shall sign the generated PAR/ICS under the "Received by" portion</p> <p>3.1. Forward to the Property Division/Section Chief for signature on the "Approved by" portion.</p> <p>3.2. The property personnel shall scan and provide a</p>	None	55 Minutes (Signing may take longer hours depending on volume of items)	Section Head Property and Supply Section

	<p>copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user.</p> <p>3.3. Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.</p>			
TOTAL:	None	4 Hours, 45 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>		

11. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office/Division:	Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	Section Head Property and Supply Section
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	Section Head Property and Supply Section
	1.3. Check completeness of documents. • If incomplete, FETS shall be returned to the	None	30 Minutes	Section Head Property and Supply Section

	requester for completion. • If complete, proceed to the next step			
	1.4. Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module	None	30 Minutes	<i>Section Head</i> Property and Supply Section
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition	None	30 Minutes	<i>Section Head</i> Property and Supply Section

	<p>cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p><i>Generate and print barcode sticker with number of copies as follows:</i></p> <table><tr><td>Computer Desktop</td><td>4</td></tr><tr><td>Split Type Air condition unit</td><td>2</td></tr><tr><td>Partition</td><td>Depends on the number of partition per property number</td></tr><tr><td>Blinds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table> <p>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Blinds	Depends on the number of blinds per property number	Other property	1			
Computer Desktop	4													
Split Type Air condition unit	2													
Partition	Depends on the number of partition per property number													
Blinds	Depends on the number of blinds per property number													
Other property	1													
2. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end	2. Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference	None	4 Hours, 15 Minutes	Section Head Property and Supply Section										

<p>user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.</p> <p><i>(The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office)</i></p>				
	<p>2.1. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:</p> <p>a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with</p>	None	15 Minutes	<p><i>Section Head Property and Supply Section</i></p>

	signature of the end user			
	b. Date of approval of PTR/ITR			
TOTAL:		None	6 Hours, 20 Minutes	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

INTERNAL SERVICES

1. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers

The COE is being issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office officials, employees and COS workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS HRMIS online system, Document Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via HRMIS, or send request through /e-mail or accomplish the HRMDS-PAS Request Form (write contact details as, as needed) and submit to PAS together with complete supporting documents, if any.	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: HRMIS, DRF/email/	none	10 minutes	<i>Section Head</i> Personnel Administration Division
2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAS Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated in the request.	none	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Section Head</i> Personnel Administration Division

	2.1. Draft/print and forward the COE following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> • Use Service Card/201 File or Index Card for COS Workers as reference. 			
	2.2. Authorized Certifying authority shall review/sign/initial the COE	none	3 hours and 30 minutes (depending on the availability of signatories)	<i>Section Head</i> Personnel Administration Division
	2.3. Inform the client that the COE is ready for releasing via HRMIS/e-mail/SMS/call	none	20 minutes	<i>Section Head</i> Personnel Administration Division
3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via drop box, email or google form	none		
TOTAL		None	3 Days	

2. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

The CLC is being issued to current Officials and employees in the Central Office (CO), which certifies their unutilized leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS.	1. Receive the complete documents submitted. 1.1. Forward the request to the PAS Focal Person.	none	5 minutes	Section Head Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2. Review the documents submitted and check if the client already has an encoded ELARS ²¹ . 2.1. If there is none, encode the ELARS. 2.2. If there is an encoded	none	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being</i>	Section Head Personnel Administration Division

²¹ Electronic Leave Administration and Recording System

	<p>ELARS, proceed to step 2.4.</p> <p>2.3. If there is an encoded and reviewed ELARS, proceed to step 2.6.</p> <p>2.4. Review/check the ELARS vis-à-vis the leave card.</p> <p>2.5. Reprint the corrected ELARS, if errors are found.</p> <p>2.6. Encode the needed details to the CLC, print the issuance and attach the necessary documents.</p>		<p><i>encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
	<p>2.7. The Focal Person shall forward the CLC to the Certifying Authority for certification.</p> <p>2.8. The Certifying Authority shall sign the CLC.</p>	<p>none</p>	<p>2 hours</p>	<p><i>Section Head Personnel Administration Division</i></p> <p><i>Division Chief HRMDD</i></p>

3. Get the CLC issued.	3. Inform the client that the CLC is ready for releasing via email/SMS/call/ chat. 3.1. Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	Section Head Personnel Administration Division
TOTAL		None	7 days	

3. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees

The CLWOP/CNLWOP is being issued to current Officials and employees in the Field Office (FO), which certifies that they have/do not have LWOP for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS.	1. Receive the complete documents submitted. 1.1. Forward the request to the PAS Focal Person.	none	5 minutes	Section Head Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2. Review the documents submitted and check if the client already has an encoded ELARS ²² . 2.1. If there is none, encode the ELARS. 2.2. If there is an encoded ELARS, proceed to step 2.4. 2.3. If there is an encoded and reviewed ELARS, proceed to step 2.6. 2.4. Review/check the ELARS vis-à-vis the leave card. 2.5. Reprint the corrected ELARS, if errors are found.	none	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i>	Section Head Personnel Administration Division

²² Electronic Leave Administration and Recording System

	2.6. Encode the needed details to the CLWOP/CNLW OP, print the issuance and attach the necessary documents.			
	2.7. The Focal Person shall forward the CLWOP/CNLW OP to the Certifying Authority for certification. 2.8. The Certifying Authority shall sign the CLWOP/ CNLWOP.	none	2 hours	<i>Section Head</i> Personnel Administration Division <i>Division Chief</i> HRMDD

3. Get the CLWOP/ CNLWOP issued.	3. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.1. Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	Section Head Personnel Administration Division
TOTAL		None	7 days	

4. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Central Office for the performance period upon request.

Office or Division:	Human Resource Planning and Performance Management Section Human Resource Management & Development Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	This process covers all DSWD Employees regardless of employment status.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request for Certificate of Performance Rating (Online Request or Hard Copy)		Human Resource Planning and Performance Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online request form.	1. Acknowledge receipt of the request.	None	4 Hours	Administrative Assistant // HRPPMS

1. Wait for further instructions from HRPPMS.	2. Check the availability of performance ratings from the database.	None	16 Hours	<i>Administrative Assistant</i> // HRPPMS
	2.1 Prepare the Certificate of Performance Rating for approval, if performance ratings are available. 2.2 Prepare the Certificate of No Performance Rating for approval, if HRPPMS has no records of performance ratings.	None		<i>Administrative Assistant</i> // HRPPMS
2. Receive or pick-up the certificate and accomplish the customer feedback form.	3. Inform the concerned personnel of the availability of the certificate.	None	4 Hours	<i>Administrative Assistant</i> // HRPPMS
3. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		<i>Administrative Assistant</i> // HRPPMS
TOTAL		None	24 Hours or 3 days	May be extended based on the number of transactions being handled.

5. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Central Office and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through e-mail or accomplish the HRMDS-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1. Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	none	10 minutes	<i>Section Head</i> Personnel Administration Division
2. Wait for the advice of the assigned PAS Focal Person	2. Responsible personnel shall review the request based on the purpose	none	2 Days, 4 hours	<i>Section Head</i> Personnel Administration Division

	indicated therein			
	2.1. Draft/print and forward the SR following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> • Use Service Card or 201 File as reference in preparing the SR 			
	2.2. Authorized Certifying authority shall review/sign/initial in the SR	none	3 hours and 30 minutes	<i>Section Head</i> Personnel Administration Division <i>Division Chief</i> HRMDD
	2.3. Inform the client that the SR is ready for releasing via e-mail/SMS/call.	none	10 minutes	<i>Section Head</i> Personnel Administration Division
3. Proceed to PAD and get the requested document.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	none	10 minutes	
TOTAL		None	3 Days	

POLICY AND PLANS DIVISION (PPD)

INTERNAL SERVICES

1. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> With existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed) No existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer One (1) original copy of accomplished Non-Disclosure Agreement (NDA) One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of data requirements (if available) to NHTS.	1.1 Receive and record the request in the document transaction/tracking system. 1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their	None	15 minutes	Administrative Assistant III NHTS

	request and the expected schedule of release of the results. 1.1.2 Forward the request to the Regional Director / Policy and Plans Division (PPD) Chief for approval.			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTS RFC.	None	6 hours	<i>Regional Director</i> DSWD Field Office VIII Or <i>Division Chief</i> Policy and Plans Division
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>Regional Field Coordinator (RFC)</i> NHTS
	1.4 Review the request and make recommendations if the request is for approval or not, then endorse to the NHTS RFC.	None	3 hours	<i>Division Chief</i> Policy and Plans Division Or <i>Data Privacy Officer</i> DSWD Field Office VIII
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTS for review on completeness	2.1 The Regional Director / PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements If Disapproved- Return to requesting party and prepare a Denial of Request 	None	2 hours	<i>Regional Director</i> DSWD Field Office VIII Or <i>Division Chief</i> Policy and Plans Division

	<p>for Data Form highlighting the grounds for such denial. <i>End of process.</i></p> <p>2.1.1 After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTS Information Technology Officer</p>			
	2.2 Generate the requested data.	None	1 day	Information Technology Officer II NHTS
	2.3 Review result of the data generation.	None	1 day	Regional Field Coordinator (RFC) NHTS
	<p>2.4 Secure the data by adding password protection to the file.</p> <p>2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. Google drive may also be used as a storage of the requested data as long as it is encrypted and 	None	1 day	Information Technology Officer II NHTS

	<p>password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</p> <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	<i>Administrative Assistant III</i> NHTS
3. Call NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	<p>3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.</p> <p>3.1.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p>	None	10 minutes	
TOTAL: <i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>		None	5 days, 1 hour and 35 minutes	

2. Data Sharing with DSWD OBSUs – Name Matching Request

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

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> With existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original/copy of letter of request (Indicate reason for name matching) One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> Complete name (Last name, First Name, Middle Name, Extension Name) Birth Date (YYYY-MM-DD format) Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay No existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive and record the request. 1.1.1 Endorse request to the Regional Director / PPD Chief	None	15 minutes	Administrative Assistant III NHTS

	1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse to the Policy and Plans Division (PPD) Chief	None	2 hours	<i>Regional Director</i> DSWD Field Office VIII
	1.3 Provide recommendations on the request. 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.	None	1 hour	<i>Division Chief</i> Policy and Plans Division
	1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> Disapproved – Sign the letter of disapproval and endorse to the client. <i>End of process</i> Approved – Notify and provide the NDA and documentary requirements to the client 	None	1 hour	<i>Regional Field Coordinator (RFC)</i> NHTS
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance	2.1 Review all documentary requirements including the NDA submitted by the client. <ul style="list-style-type: none"> Non-Compliant – Inform the client regarding the incomplete requirement via email. Compliant – 	None	2 hours	<i>Regional Field Coordinator (RFC)</i> NHTS

Officer for Privacy (COP)	a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to Information Technology Division (ITD) for processing			
	2.2 Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> Non-Compliant – Inform the client about the findings via email Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	<i>Information Technology Officer II</i> NHTS
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to PPD Chief.	None	3 hours	<i>Information Technology Officer II</i> NHTS
	3.2 Sign the memorandum and endorse to the Administrative Assistant for releasing.	None	1 hour	<i>Regional Director</i> DSWD Field Office VIII
4 Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping	None	10 minutes	<i>Administrative Assistant III</i> NHTS

	2.1.1 Release the document to the client			
3. Fill-out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines	None	10 minutes	<i>Administrative Assistant III NHTS</i>
TOTAL: <i>*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 35 minutes For 5,001 - 50,000 names: 4 days, 3 hours and 35 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001- 1,000,000 names: 21 days, 3 hours and 35 minutes	

3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD Offices/Bureaus/Services/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request.	None	30 minutes	<i>Administrative Assistant III</i> NHTS
	1.1.1 Forward request to the Regional Director / Policy and Plans Division Chief, then furnish copy of the request to the National Household Targeting Section (NHTS)			
	1.2 Review the request based on AO 19 s.2021.		2 hours	<i>Division Chief</i> Policy and Plans Division Or <i>Regional Field Coordinator (RFC)</i> NHTS
	1.2.1 Input comment/s then endorse to the NHTS Associate Statistician	None		
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> • Not clear a. In case of vague data request, instruct the Associate	None	3 hours	<i>Regional Field Coordinator (RFC)</i> NHTS or <i>Associate Statistician</i> NHTS

	<p>Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <ul style="list-style-type: none"> • Clear - Forward request to the Associate Statistician for data generation. 			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party and attach routing slip.</p> <p>1.4.2 Submit to the NHTS Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	Associate Statistician NHTS
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated 	None	3 hours	Regional Field Coordinator (RFC) NHTS

	statistical/raw data to the Associate Statisticians for revision. <ul style="list-style-type: none"> • Accurate – Submit to the PPD Chief for review and recommending approval. 			
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	<i>Division Chief</i> Policy and Plans Division
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • <i>If Disapproved</i> – Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision. • <i>If Approved</i> – Sign the response letter for data release. 	None	5 hours	<i>Regional Director</i> DSWD Field Office VIII
2 Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Administrative Assistant III</i> NHTS
Total:		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	<p>Clients may accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it at the designated drop box located at the Public Assistance and Complaints Center (PACC) or at the respective offices where clients have transacted.</p> <p>They may likewise send feedback and/or complaints through email at fo8@dswd.gov.ph / inquiry.fo8@dswd.gov.ph or via telephone call at (053) 552-3698.</p>
How feedbacks are processed	<p>The designated Technical Staff shall compile and record all feedback submitted.</p> <p>For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.</p> <p>The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned office in the Field Office.</p> <p>Moreover, the Records and Archives Management Section will conduct evaluation regarding the data gathered, and must identify plans and actions that must be recommended for execution of the concerned office.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (053) 552-3698 or through email: fo8@dswd.gov.ph or inquiry.fo8@dswd.gov.ph.</p>

<p>How to file a complaint</p>	<p>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the Public Assistance and Complaints Center (PACC). It can also be filed via telephone at (053) 552-3698, DSWD Inquiry email at inquiry.fo8@dswd.gov.ph, or through the Google Form via this link: https://tinyurl.com/ComplaintIntakeSheet. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-up, clients may contact through the aforementioned contact details or may also email fo8@dswd.gov.ph.</p>
<p>How complaints are processed</p>	<p>The complaints received shall be forwarded and endorsed to the concerned grievance officers to respond and/or conduct validation or investigation.</p> <p>If the complaint is simple, resolution shall be provided through email, call, or text to the complainant. However, if the complaint is complex, initial feedback shall be provided.</p> <p>All complaints are expected to be acted upon or possibly be resolved within three (3) working days by the concerned office.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (053) 552-3698 or through email: fo8@dswd.gov.ph or inquiry.fo8@dswd.gov.ph.</p>
<p>Contact Information of CCB, PACE, ARTA</p>	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>Presidential Action Center (PACE) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES

Office Assignment	Specific Location	Name & Position	E-mail Address
Office of the Regional Director (ORD)	Government Center Candahug, Palo, Leyte	Grace Q. Subong Director IV/ RD	(053) 552-3698 gqsubong@dswd.gov.ph
Office of the Assistant Regional Director for General Administration and Support Services (OARDA)	Government Center Candahug, Palo, Leyte	Clarito T. Logronio Director III/ ARDA	ctlogronio@dswd.gov.ph
Office of the Assistant Regional Director for Operations (OARDO)	Government Center Candahug, Palo, Leyte	Antonio R. Dolaota Director III/ ARDO	ardolaota@dswd.gov.ph
Internal Audit Unit	Government Center Candahug, Palo, Leyte	Lassie F. Madelo Management Audit Analyst II	lfmadelo@dswd.gov.ph
Social Marketing Unit	Government Center Candahug, Palo, Leyte	Joshua C. Kempis Regional Information Officer	jckempis@dswd.gov.ph
Legal Unit	Government Center Candahug, Palo, Leyte	Atty. Jonalyndie B. Chua Attorney III	jbchua@dswd.gov.ph
Policy and Plans Division	Government Center Candahug, Palo, Leyte	Carol B. Gerilla Planning Officer IV	cbgerilla@dswd.gov.ph

Policy Development & Planning Section	Government Center Candahug, Palo, Leyte	Gilberto T. Villamor Planning Officer III	gtvillamor@dswd.gov.ph
Information & Communications Technology Section	Government Center Candahug, Palo, Leyte	Elvin A. Chua Information Technology Officer II	eachua@dswd.gov.ph
National Household Targeting Section	Government Center Candahug, Palo, Leyte	Leizel B. Astorga Project Development Officer IV	lbastorga@dswd.gov.ph
Standards Section	Government Center Candahug, Palo, Leyte	Carissa O. Mendoza Project Development Officer III	comendoza@dswd.gov.ph
Innovations Division	Government Center Candahug, Palo, Leyte	Ofelia O. Pagay Social Welfare Officer V	oopagay@dswd.gov.ph
Tara, Basa! Tutoring Program	Government Center Candahug, Palo, Leyte	Ley Marzon E. Morada Social Welfare Officer IIII	Imemorada@dswd.gov.ph
Walang Gutom Program	Government Center Candahug, Palo, Leyte	Karl Vladimir C. Arbon Project Development Officer	fo8.walanggutom@gmail.com
Pag-Abot Program	Government Center Candahug, Palo, Leyte	Edwar	

Enhanced Partnership Against Hunger and Poverty	Government Center Candahug, Palo, Leyte	Noel P. Villones Project Development Officer III	noel_villones@yahoo.com
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